

FIG. 1

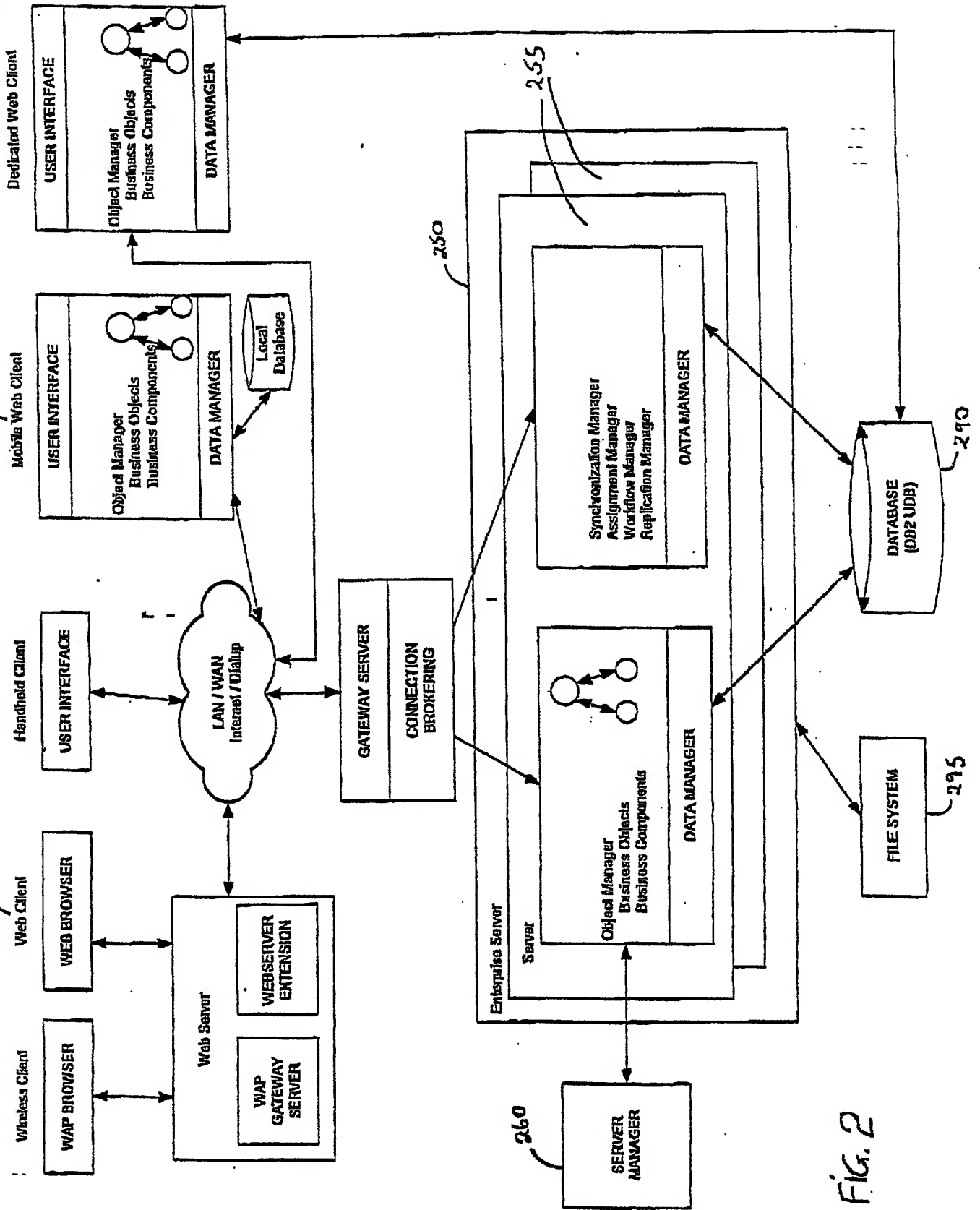


FIG. 2

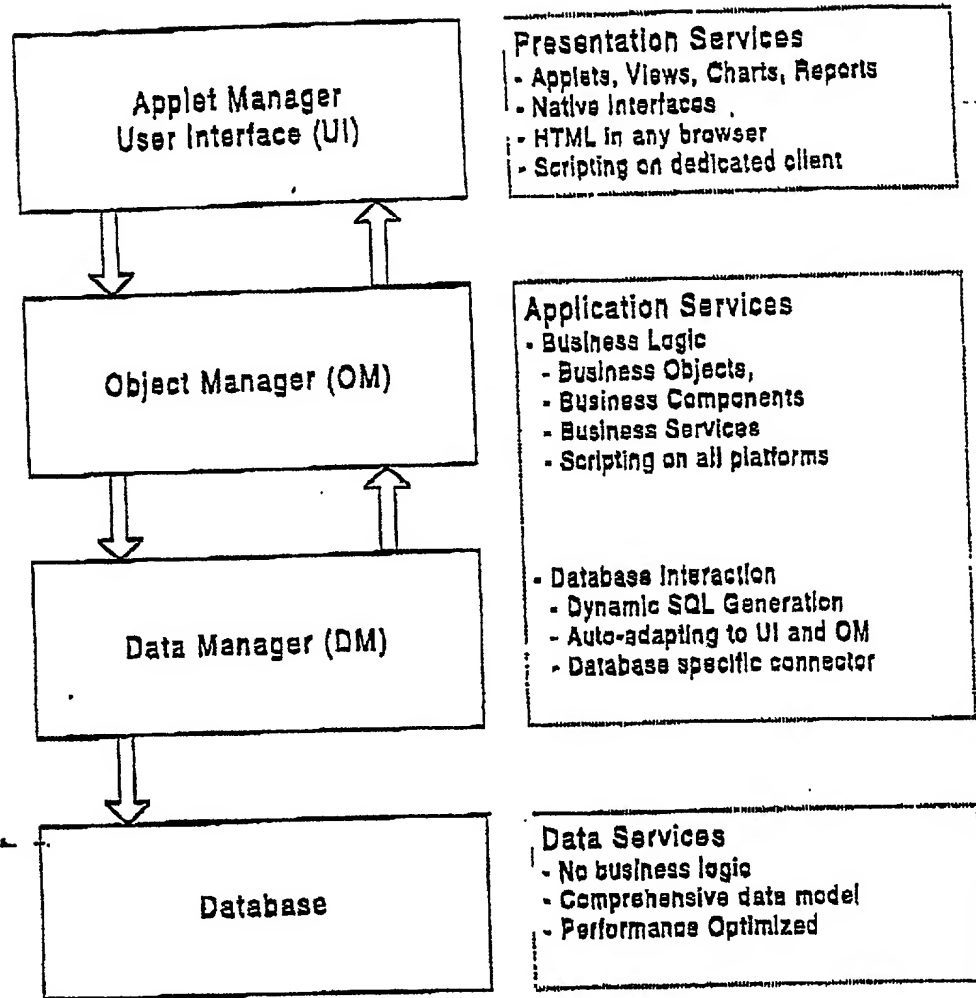


FIG. 3

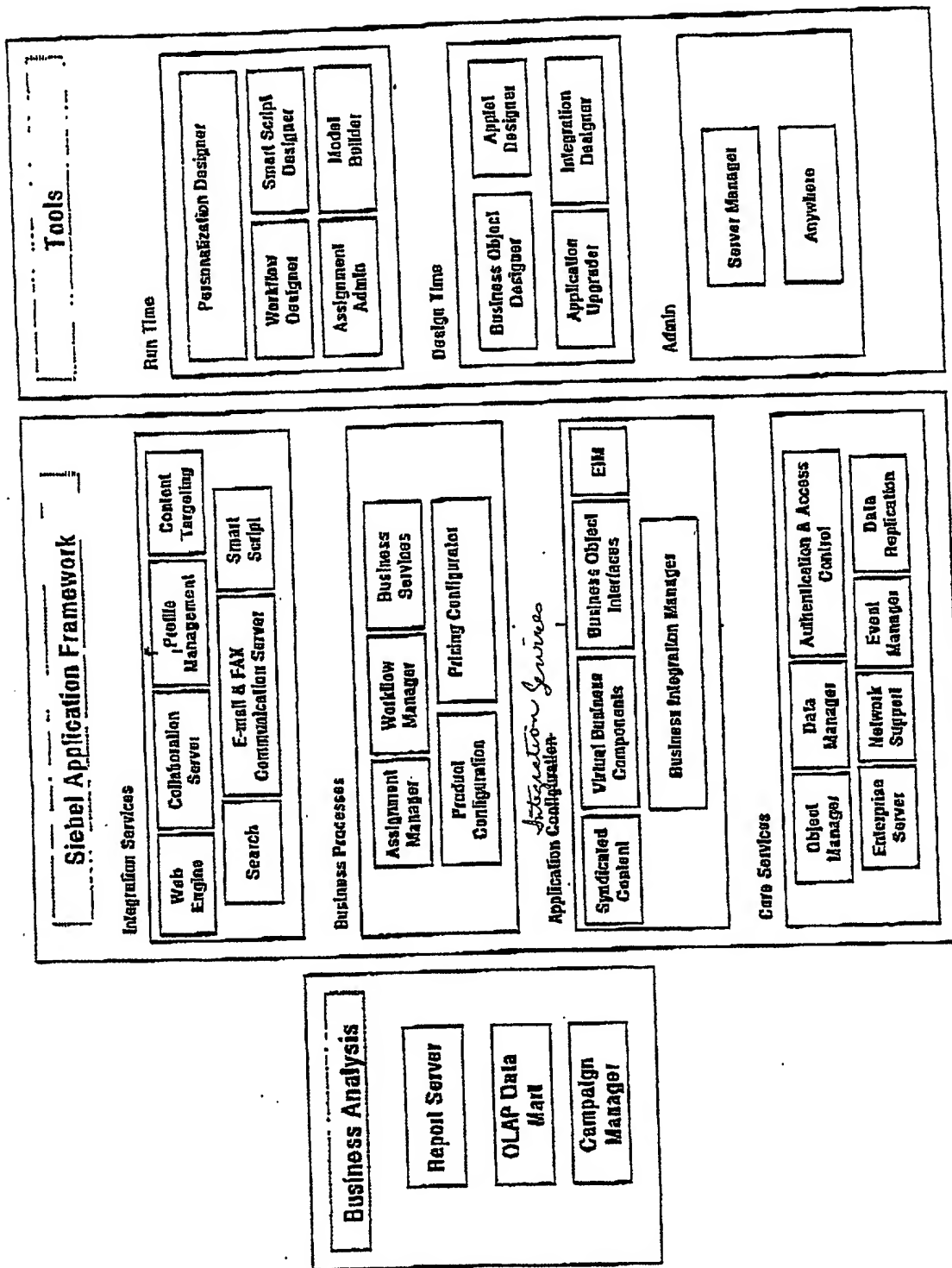


FIG. 4 A

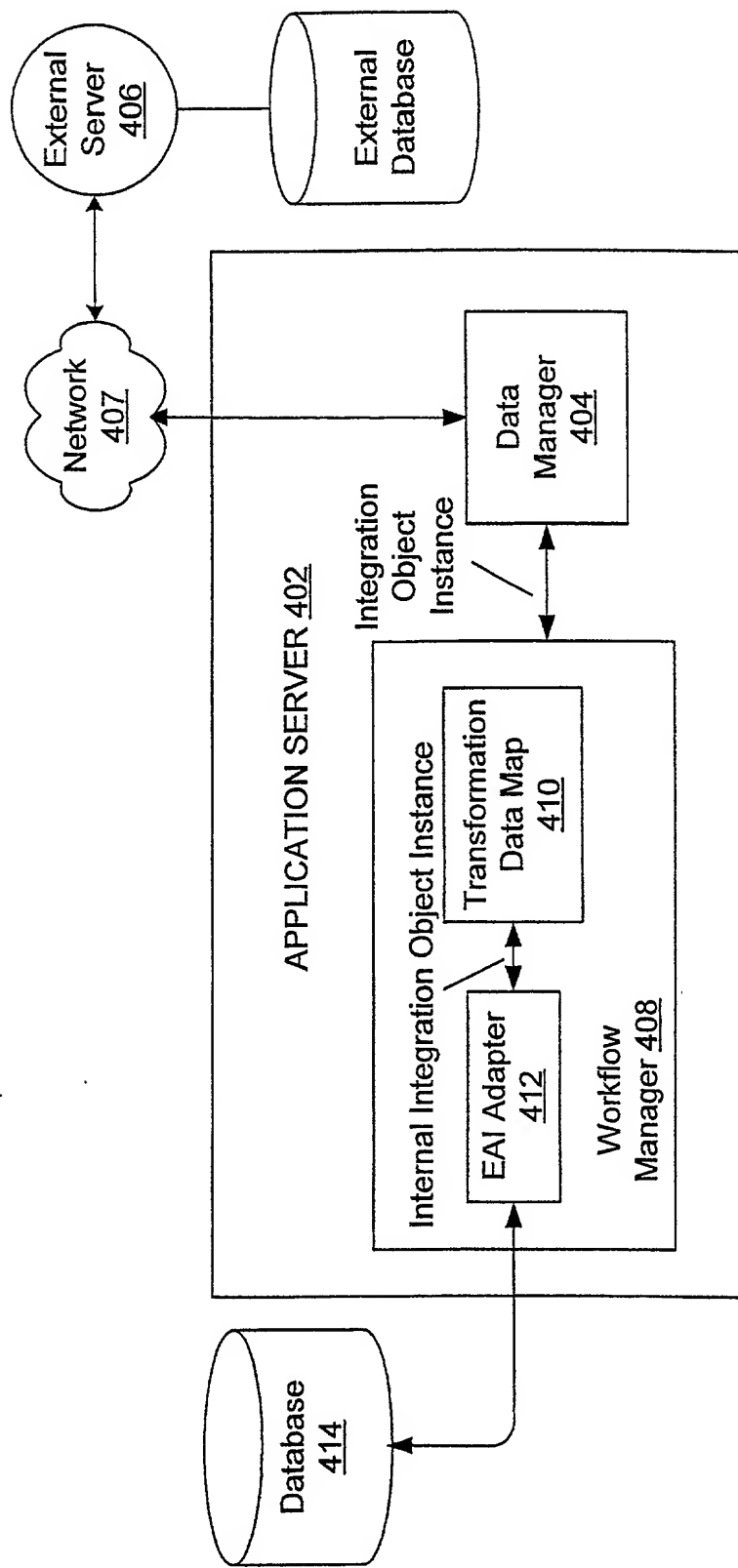


Fig. 4B

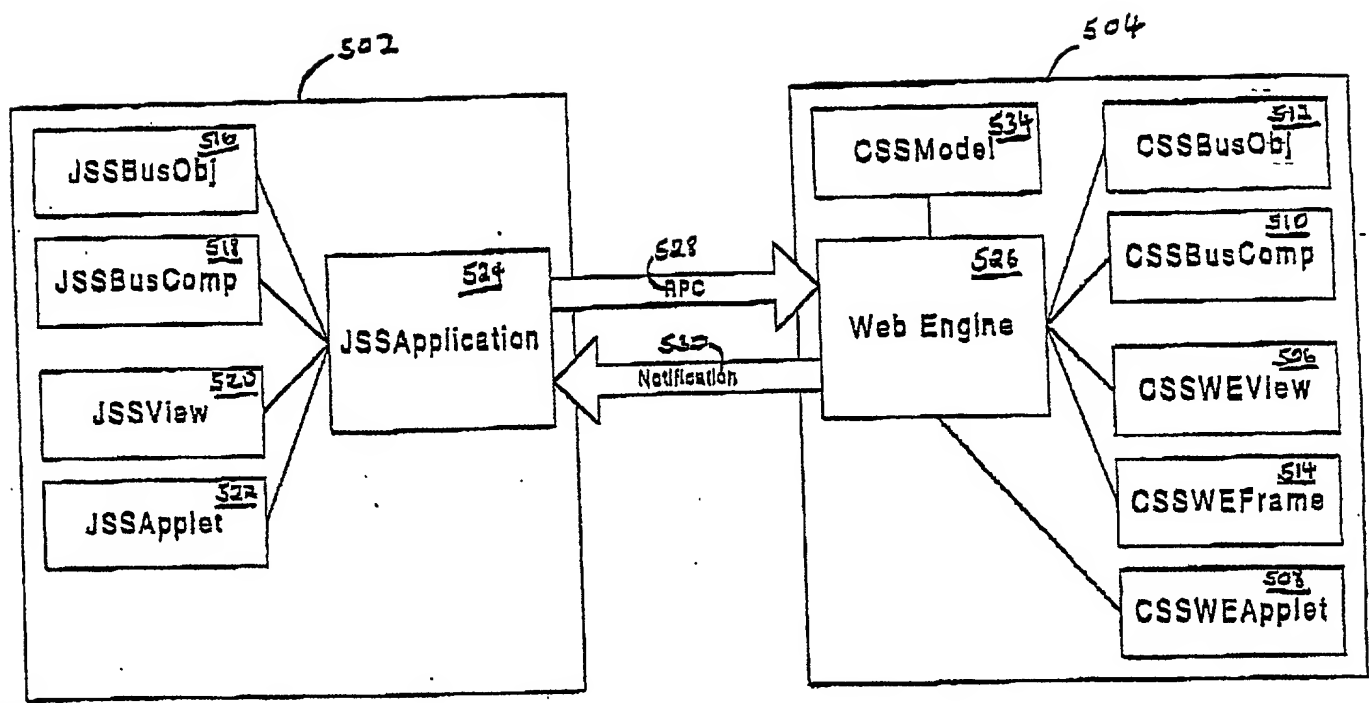


FIG. 5A

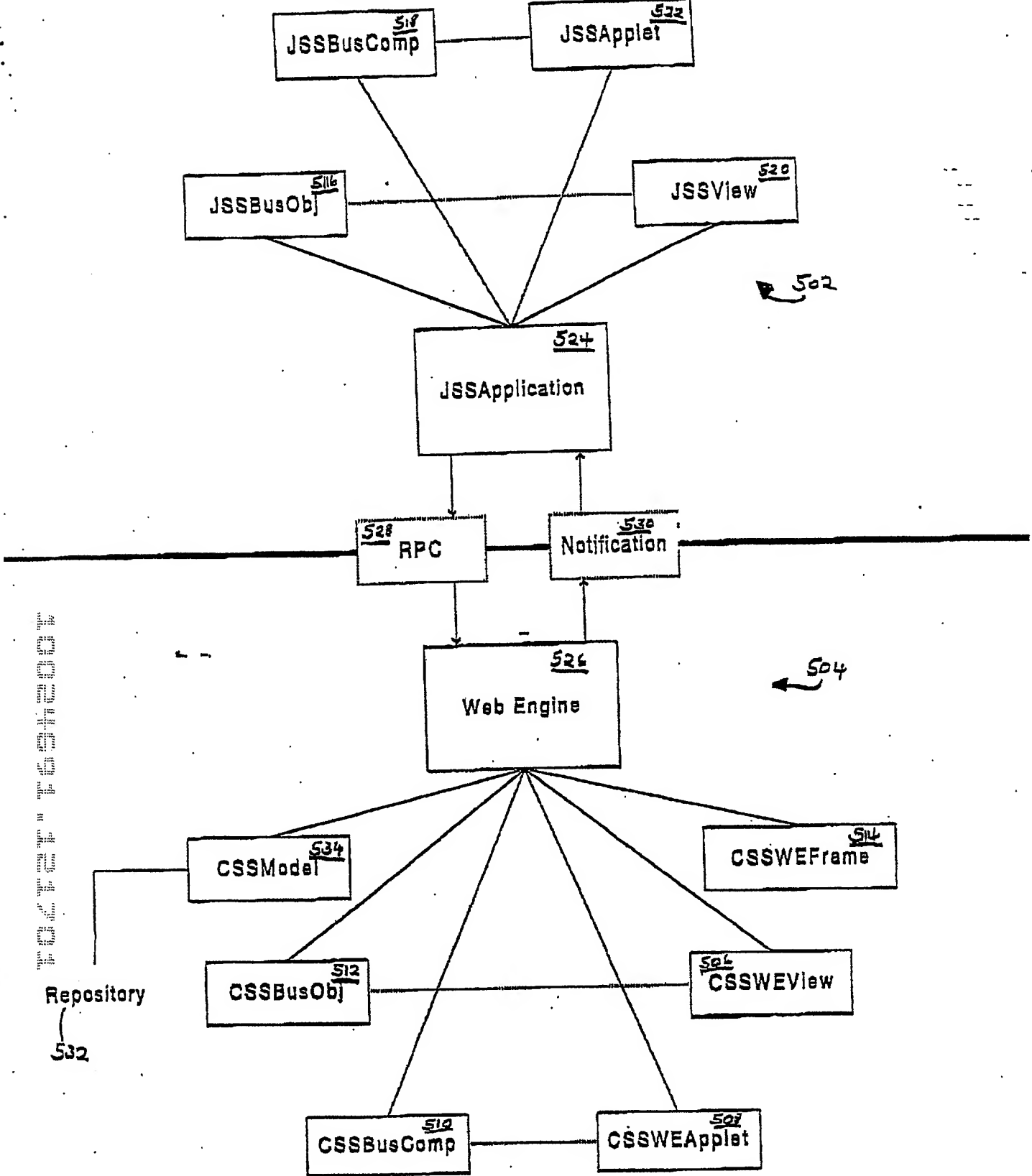


FIG. 5B

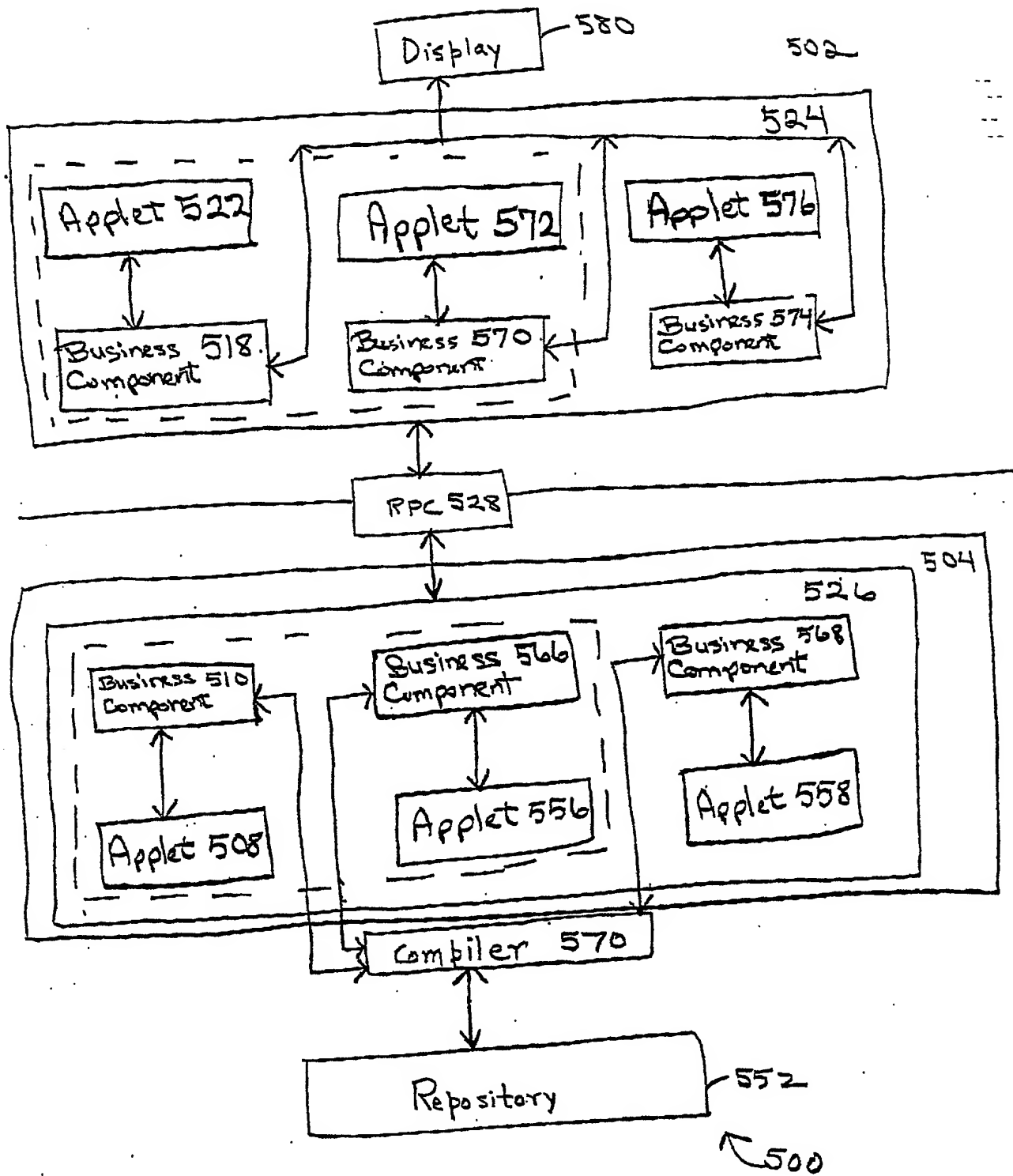


Figure 5c

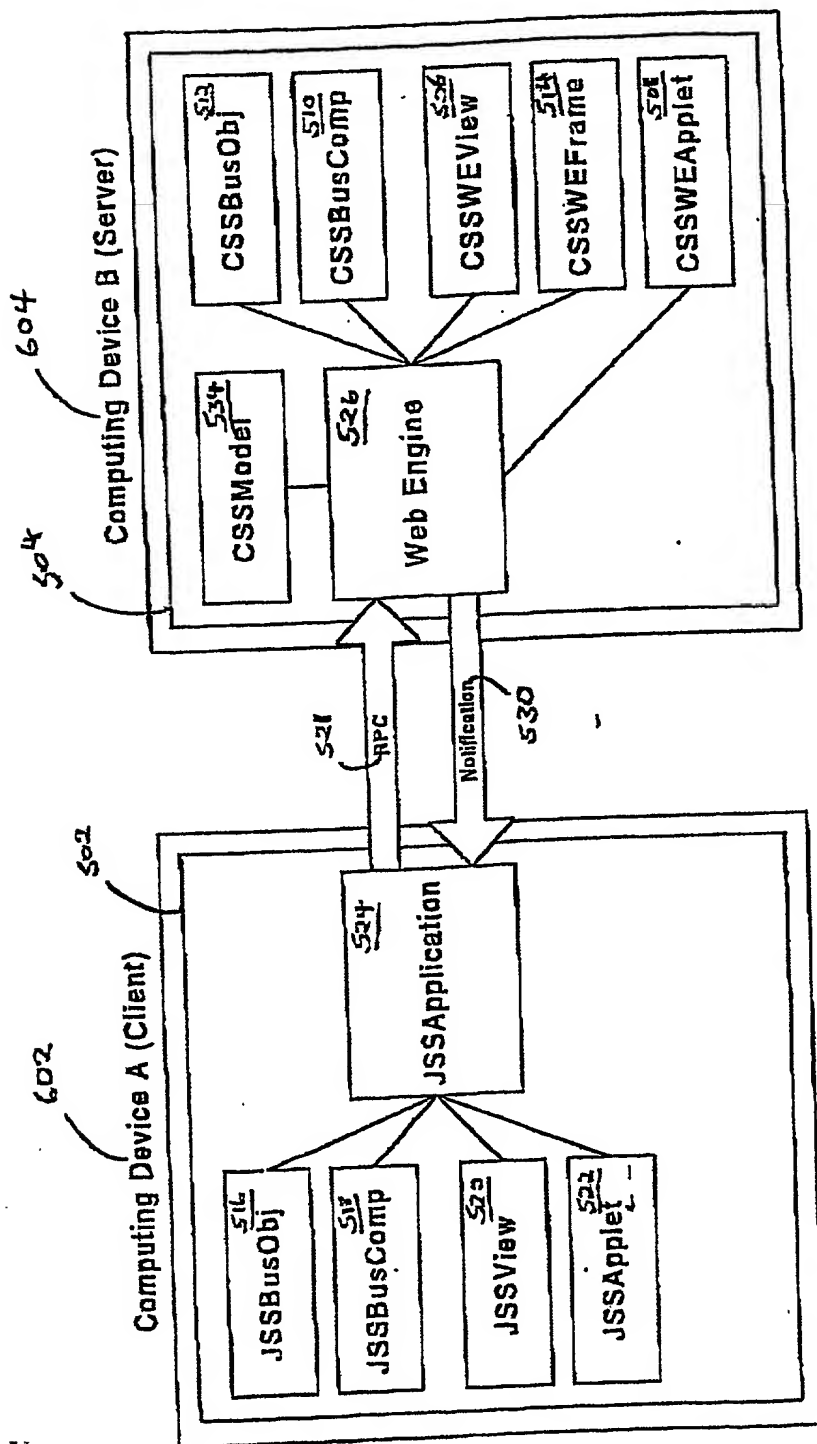
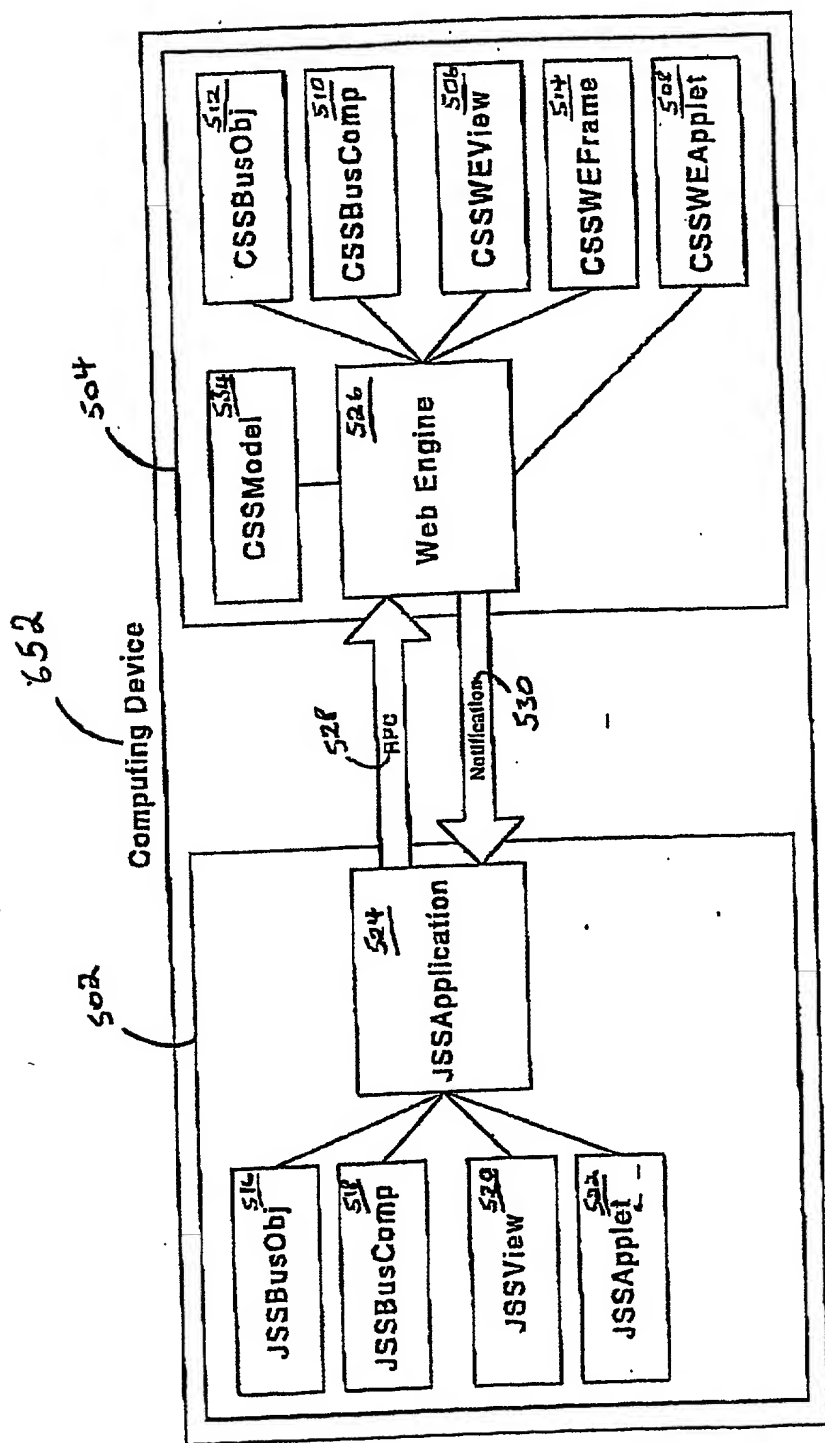


FIG. 6A



502

FIG. 6B

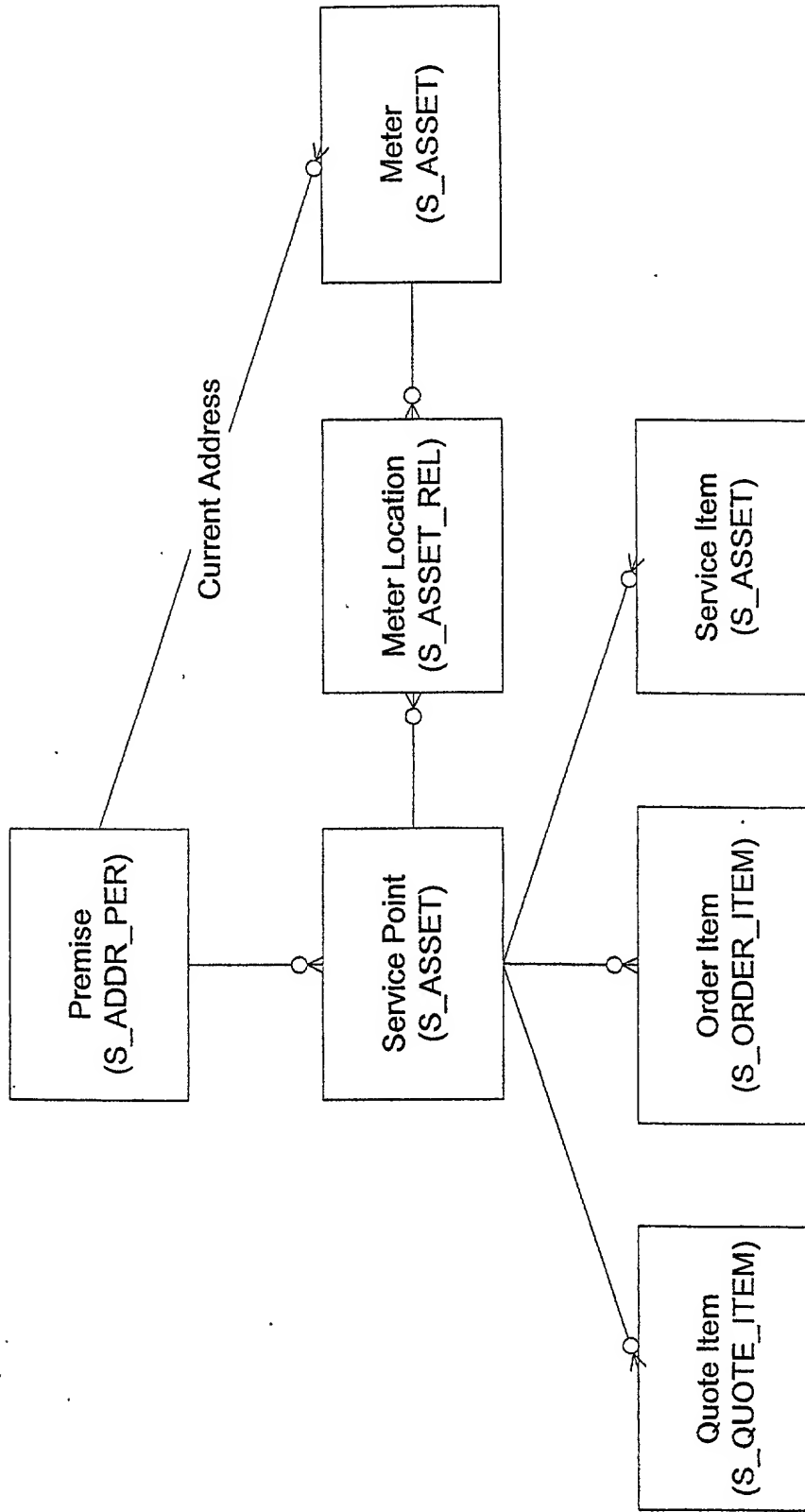


Fig. 7A

700

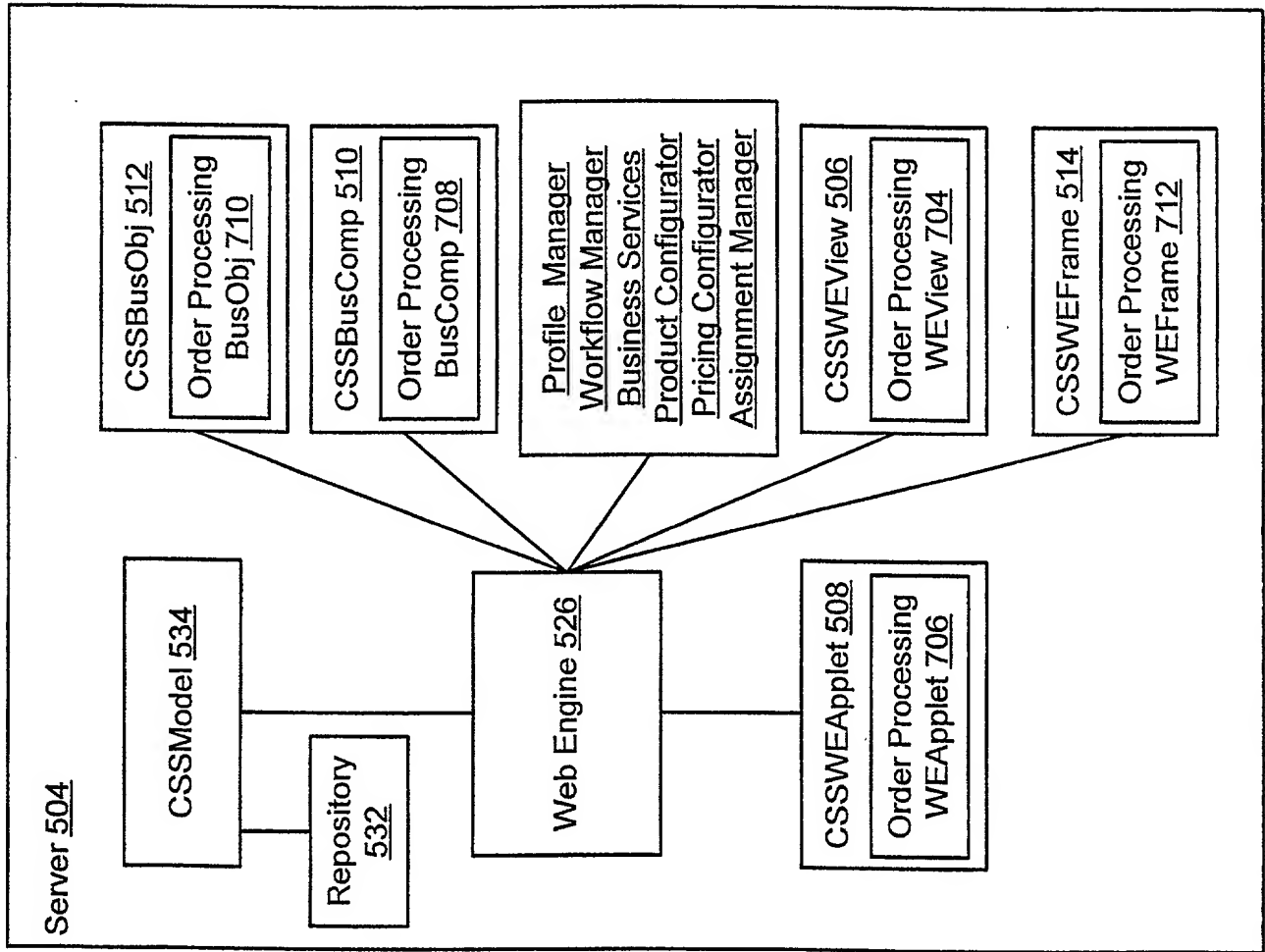


Fig. 7B

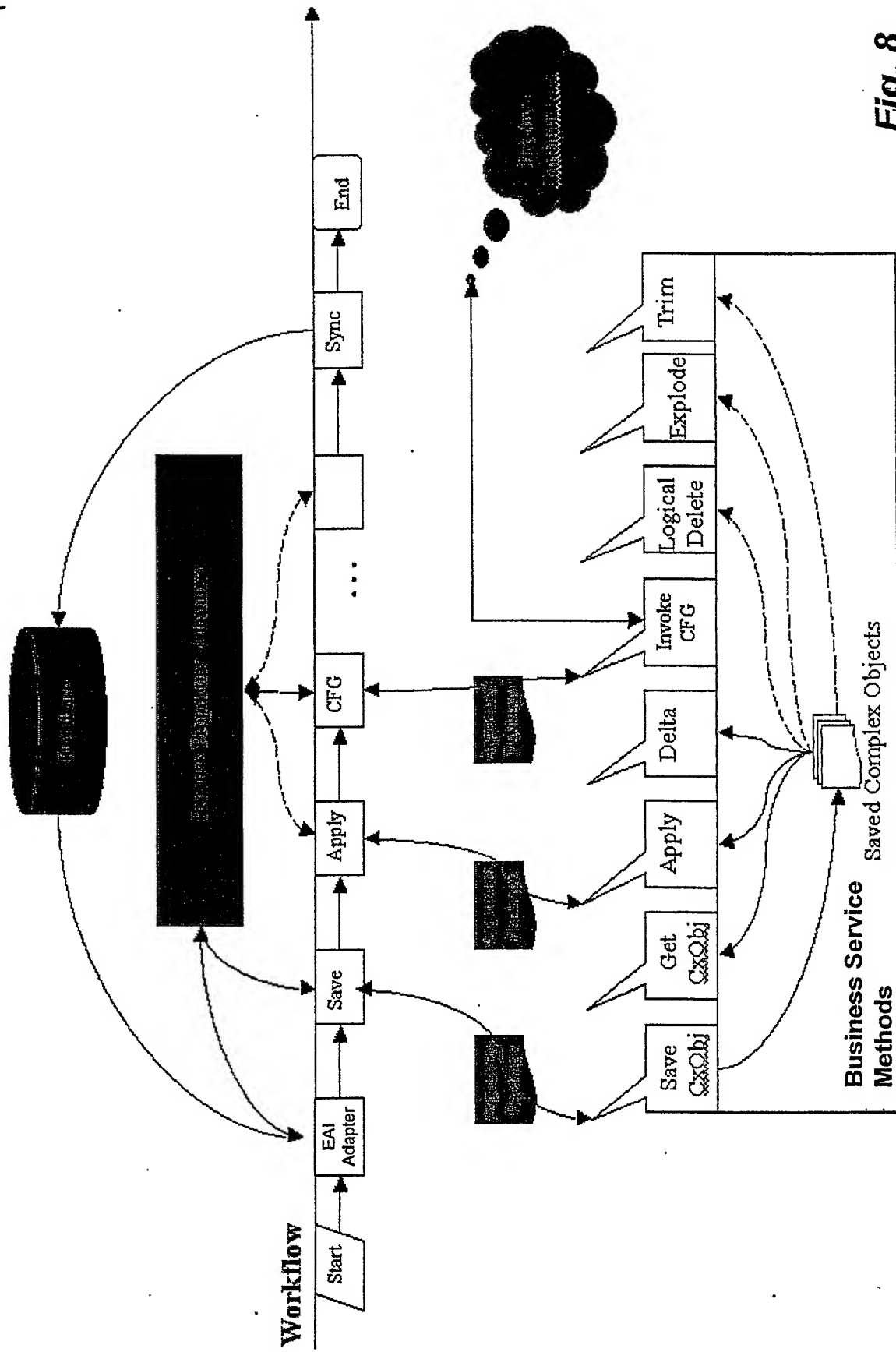


Fig. 8

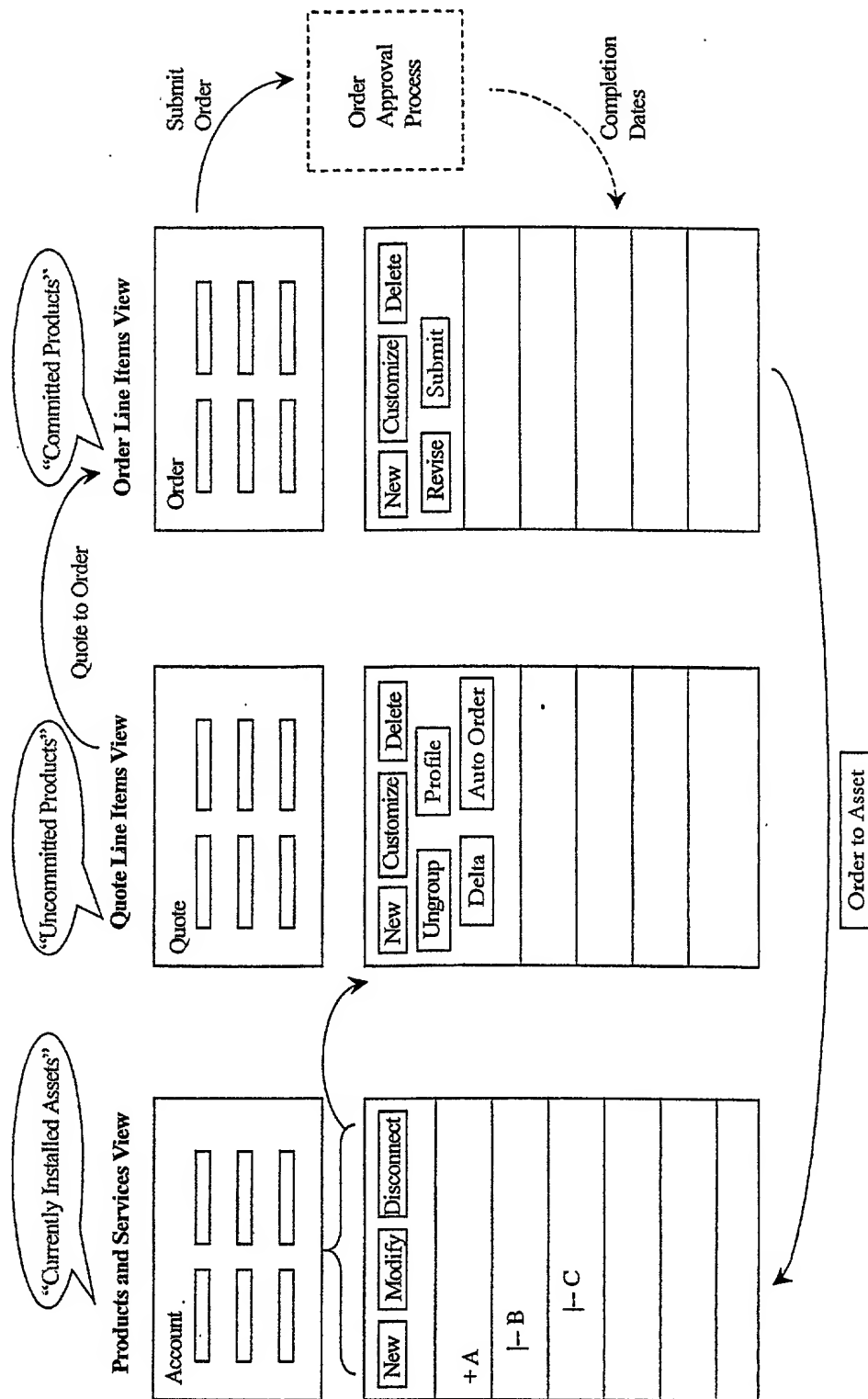


Fig. 9A

Accounts									
1 - 7 of 7									
(New)	Name	Site	Parent	Main Phone #	Status	Type	Account Team	Account	
	ABC Americas East	Move		(908) 456-8900	Active	Distributor	SADMIN	Customer	
	ABC Mart # 18	Montgomery		(908) 325-6701	Active	Retailer	SADMIN	Customer	
	ABC Mart # 17	Princeton	ABC Americas East	(908) 325-6702	Active	Retailer	SADMIN	Customer	
	ABC Mart #21	Pennington		(908) 325-7801	Active	Retailer	SADMIN	Customer	
	ABC Mart HQ	HQ		(908) 456-8900	Active	Distributor	SADMIN	Customer	
	Ace Corporation			(908) 456-8900	Active	Distributor	SADMIN	Customer	
	Americas Accounts			(908) 456-8900	Active	Distributor	SADMIN	Customer	

More Info		Account Affiliations		Account Catalogs		Account D&B Reports		Account Team		Activities		Activity Plans		Address Profile		Address	
Name		Site		Address line 1		Address line 2		Status		Industry		Account Type		Main Phone		Fax	
ABC Mfg Co		Move		1234 Main St		5678 Elm St		Active		Manufacturing		Retail		(908) 123-4567		(908) 123-4567	
City		State		Country		Zip		Account Team		Account Manager		Customer		Main Phone		Fax	
New York		NY		USA		10001		SADMAN		John Doe		Customer		(908) 123-4567		(908) 123-4567	

Fig. 9B

→ 912

Account: A K Parker > Account:

416

Name: _____

A K Parker
Address Line 1:
1000 Industrial Way

city

Financial Times

04501

○

— 976

U.S. DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
WASHINGTON, D. C. 20535

2. **Customer Name** _____
 3. **Customer Address** _____
 4. **Customer City** _____
 5. **Customer State** _____
 6. **Customer Zip** _____
 7. **Customer Phone** _____
 8. **Customer Email** _____
 9. **Customer Fax** _____
 10. **Customer Title** _____
 11. **Customer Company** _____
 12. **Customer Industry** _____
 13. **Customer Product** _____
 14. **Customer Service** _____
 15. **Customer Support** _____
 16. **Customer Training** _____
 17. **Customer Marketing** _____
 18. **Customer Sales** _____
 19. **Customer Finance** _____
 20. **Customer HR** _____
 21. **Customer IT** _____
 22. **Customer Legal** _____
 23. **Customer Compliance** _____
 24. **Customer Risk** _____
 25. **Customer Security** _____
 26. **Customer Quality** _____
 27. **Customer Operations** _____
 28. **Customer Logistics** _____
 29. **Customer Procurement** _____
 30. **Customer Vendor** _____
 31. **Customer Supplier** _____
 32. **Customer Manufacturer** _____
 33. **Customer Distributor** _____
 34. **Customer Retailer** _____
 35. **Customer Wholesaler** _____
 36. **Customer Importer** _____
 37. **Customer Exporter** _____
 38. **Customer Agent** _____
 39. **Customer Broker** _____
 40. **Customer Consultant** _____
 41. **Customer Advisor** _____
 42. **Customer Specialist** _____
 43. **Customer Expert** _____
 44. **Customer Analyst** _____
 45. **Customer Researcher** _____
 46. **Customer Developer** _____
 47. **Customer Engineer** _____
 48. **Customer Designer** _____
 49. **Customer Architect** _____
 50. **Customer Planner** _____
 51. **Customer Strategist** _____
 52. **Customer Manager** _____
 53. **Customer Director** _____
 54. **Customer Executive** _____
 55. **Customer Officer** _____
 56. **Customer Representative** _____
 57. **Customer Associate** _____
 58. **Customer Assistant** _____
 59. **Customer Aide** _____
 60. **Customer Clerk** _____
 61. **Customer Steno** _____
 62. **Customer Typist** _____
 63. **Customer Secretary** _____
 64. **Customer Receptionist** _____
 65. **Customer Mailroom** _____
 66. **Customer Janitor** _____
 67. **Customer Custodian** _____
 68. **Customer Security Guard** _____
 69. **Customer Guard** _____
 70. **Customer Patrol** _____
 71. **Customer Watchman** _____
 72. **Customer Sentry** _____
 73. **Customer Guard Dog** _____
 74. **Customer Alarm** _____
 75. **Customer Camera** _____
 76. **Customer Intercom** _____
 77. **Customer Phone** _____
 78. **Customer Fax** _____
 79. **Customer Mail** _____
 80. **Customer Package** _____
 81. **Customer Parcel** _____
 82. **Customer Box** _____
 83. **Customer Container** _____
 84. **Customer Vessel** _____
 85. **Customer Ship** _____
 86. **Customer Boat** _____
 87. **Customer Yacht** _____
 88. **Customer Shipyard** _____
 89. **Customer Dock** _____
 90. **Customer Pier** _____
 91. **Customer Wharf** _____
 92. **Customer Quay** _____
 93. **Customer Harbor** _____
 94. **Customer Port** _____
 95. **Customer Canal** _____
 96. **Customer Strait** _____
 97. **Customer Bay** _____
 98. **Customer Sound** _____
 99. **Customer Inlet** _____
 100. **Customer Cove** _____
 101. **Customer Anchorage** _____
 102. **Customer Mooring** _____
 103. **Customer Docking** _____
 104. **Customer Berth** _____
 105. **Customer Slip** _____
 106. **Customer Wharfage** _____
 107. **Customer Dredging** _____
 108. **Customer Navigation** _____
 109. **Customer Shipping** _____
 110. **Customer Freight** _____
 111. **Customer Cargo** _____
 112. **Customer Goods** _____
 113. **Customer Merchandise** _____
 114. **Customer Inventory** _____
 115. **Customer Stock** _____
 116. **Customer Warehouse** _____
 117. **Customer Depot** _____
 118. **Customer Terminal** _____
 119. **Customer Station** _____
 120. **Customer Hub** _____
 121. **Customer Center** _____
 122. **Customer Office** _____
 123. **Customer Building** _____
 124. **Customer Structure** _____
 125. **Customer Facility** _____
 126. **Customer Plant** _____
 127. **Customer Factory** _____
 128. **Customer Mill** _____
 129. **Customer Workshop** _____
 130. **Customer Shop** _____
 131. **Customer Store** _____
 132. **Customer Shoppe** _____
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 211. **Customer Shopfrontage** _____
 212. **Customer Shopfrontage** _____<

[illegible]

Local Services Bundle	415-987-6786	A.K. Parker A
-----------------------	--------------	---------------

DSL Service	445 007 3004	AK Parker A
-------------	--------------	-------------

Wireless Service	415-387-7384	A.K. Parker A
------------------	--------------	---------------

[illegible]

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— 920 —

1-7-079

STATUS **STATUS**

Order #10-000	13
---------------	----

Order Placed	12
--------------	----

[illegible]

Figure 1

476

[illegible]

THE UNIVERSITY OF CHICAGO PRESS

STAIN-PROOFED TICKET

0526 2345 0800

Open 31-138304

100

+

+

+

THE UNIVERSITY OF CHICAGO

Abstract

Fig. 9C

Quote 932

Quote #: 1-10MLH

Revision: 1

Name: 1-10MLH

Active: ☒

Comments:

Opportunity:

Status: Order Placed

Price List: Application List Prices - eBusine

Discount:

Agreement Name:

Organization: Default Organization

Account: Marriott International

Last Name: Dalton

First Name: Mike

Currency: USD

Service Account: Marriott International

Billing Account: Marriott International

Site: HQ

*Sales Rep: ADMIN

Effective: 8/3/2001

Through: 9/2/2001

*Created: 8/3/2001

Due:

934

4

More Info		Agreements		Attachments		Bill To/Ship To		Line Items		Line Item (SAP)		Orders		Terms & Totals		Charts	
NEW		SAVE		REPLACE		REFRESH ALL		CUSTOMIZE				RENUMBER		PROG		UNPROG	
1		Qty		Item		Start Price		Net Price		Extended Price		UoM		Service ID		Service Point ID	
1		10		California Wireless 6		150.00		150.00		1500.00		Each				12-48HDJ39	
																Add	

Fig. 9D-1

More Info		Attachments		Bill To/Ship To		Line Items		Line Item (SAP)		Orders		Terms & Totals		Charts	
Sequence	Qty	Item	Start Price	Net Price	Extended Price	UoM	Service ID	Service Point ID	Action						
2	1	Call Waiting	3.00	3.00	30.00	Per Month	273498201		Update						
3	1	Nokia 8009	160.00	160.00	160.00	Each			Add						
4	1	Hands Free Access	25.00	0.00	0.00	Each			Delete						

Line Detail Attributes

Totals		Line Item		Comments	
Item Total MRC:	200.00	Item Total MRC:	150.00	Description of pricing, discounts and adjustments for both MRC and NRC.	
Total Item Discount MRC:	100.00	Total Item Discount MRC:	100.00		
Net Total MRC:	200.00	Net Total MRC:	50.00		
Adjustment MRC:	0	Adjustment MRC:	0		

Fig. 9D-2

More Info		Attachments		Bill To/Ship To		Line Items		Line Item (SAP)		Orders		Terms & Totals		Charts	
(NEW) (Save) (Repice) (Repice All) (Data Quote) (Customize)															
Sequence	Qty	Item	Start Price	Net Price	Extended Price	UoM	Service ID	Service Point ID	Action						
1	10	California Wireless	150.00	150.00	1500.00	Each		12-48HDJ39							
2	1	Call Waiting	3.00	3.00	30.00	Per Month	273498201		Update						
3	1	Nokia 8009	160.00	160.00	160.00	Each			Add						
4	1	Hands Free Access	25.00	0.00	0.00	Each			Delete						

Totals **Line Item Detail** **Attributes**

Product: California Wireless 8009		Service Account: A K Parker (Service)		Start Price: 89.99		UoM:	
Service ID:		Billing Account: A K Parker (Billing)		Disc %: 10		Comment:	
Service Point ID:		Agreement Name: Test Agreement		Disc Amount:		Pricing Co:	
Action: Add		*Qty: 10		Disc Price:		Product 1:	
Package:		Write-In Product:		Keep Discount: <input type="checkbox"/>		Part #:	
Service: <input checked="" type="checkbox"/>		Attributes:		Current Discount:		Upsell:	
Service Asset #:		Covered Product:		Next Discount:			
				Net Disc %: 10			

Fig. 9D-3

More Info Agreements Attachments Bill To/Ship To Line Item Orders Terms & Totals Charts									
Sequence	Qty	Item	Start Price	End Price	Unit Price	Service ID	Service Point ID	Action	Service Account
1	1	Call Waiting	3.00	3.00	Per Month	273498201		Update	A.K. Parker (Service)
2	1	Nokia 8008	160.00	160.00	Each			Add	A.K. Parker (Service)
3	1	Hands Free Access	25.00	0.00	Each			Delete	A.K. Parker (Service)
4									

Totals					Line Item Detail					Attributes				
Attribute Name					Data Type					Value				
No. of Rings					Number					6				
Forwarding No.					Text					(650) 278-3632				
										Number to forward call to				
										-				
										Update				
										Number of rings before call is answered				
										Description				
										Action				

Fig. 9D-4

Sales Order

Order# 38-14791176
Type Sales Order
Priority Medium
Status Open
Revision

Account A.K. Parker
Site Santa Clara
Installer Opperman
Installer Cies
Service Account A.K. Parker (Service)
Billing Account A.K. Parker (Billing)

Description Description to the Sales Order.
Team JIAKSHM
Organization
Default Organization
Currency USD

Opportunity Service Warranties for Pe
Quote# 10-3V6RF
SR# 38-4637WEBX
Agreement Name Test Agreement

More Info	Attachments	Terms	Payment	Shipments	Claims	Back Office (Oracle 10.7)	Line Items (SNP-S2A)	Back Office (Oracle 11)	Line Item
Sequence	Qty	Unit	Start Price	Unit Price	Extended Price	Unit	Status	Service Account	Billing Amount
1	1	60.00	60.00	60.00	60.00	60.00	Pending	Updated	60.00

Fig. 9E

New Products and Services

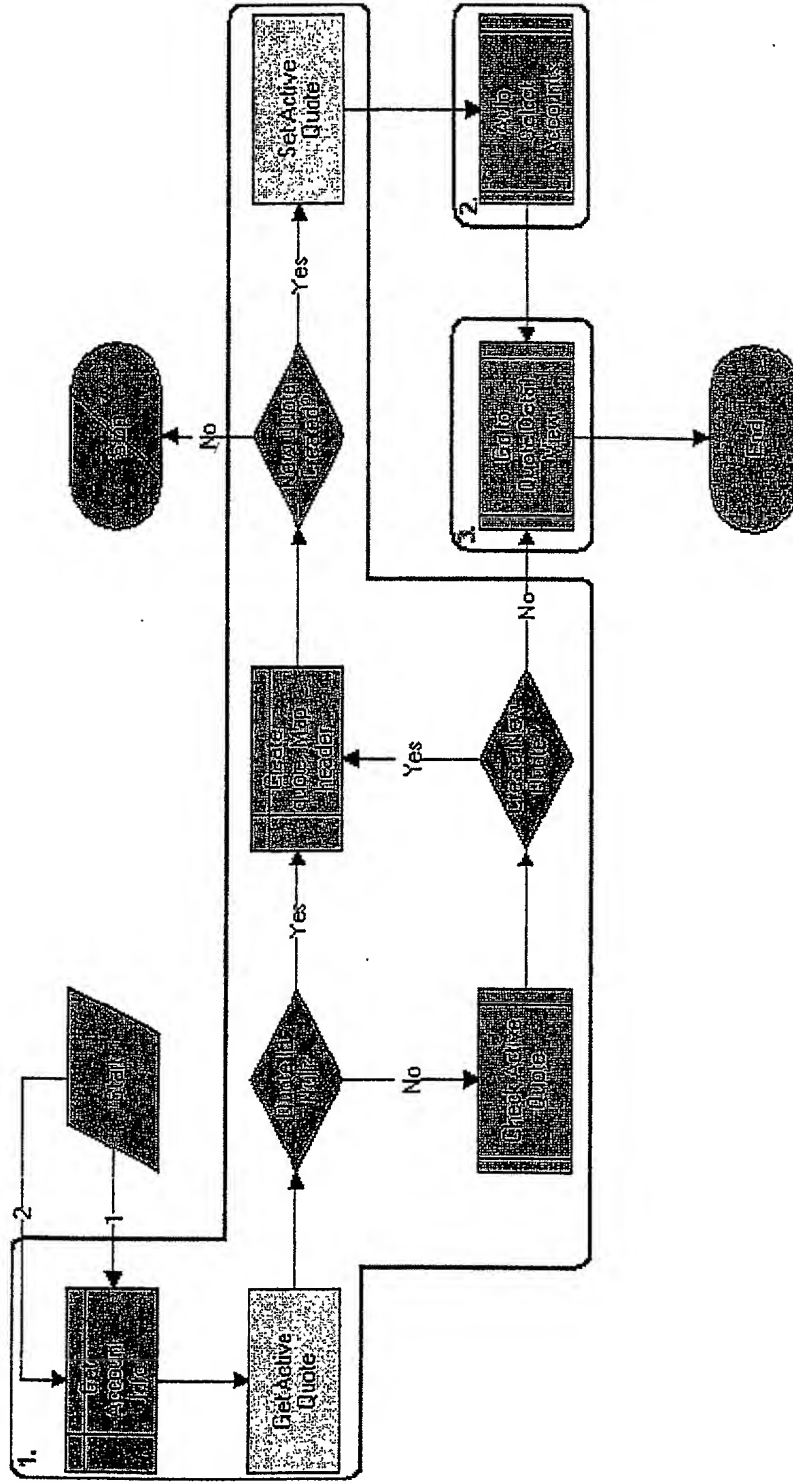


Fig. 10A

Disconnect Process

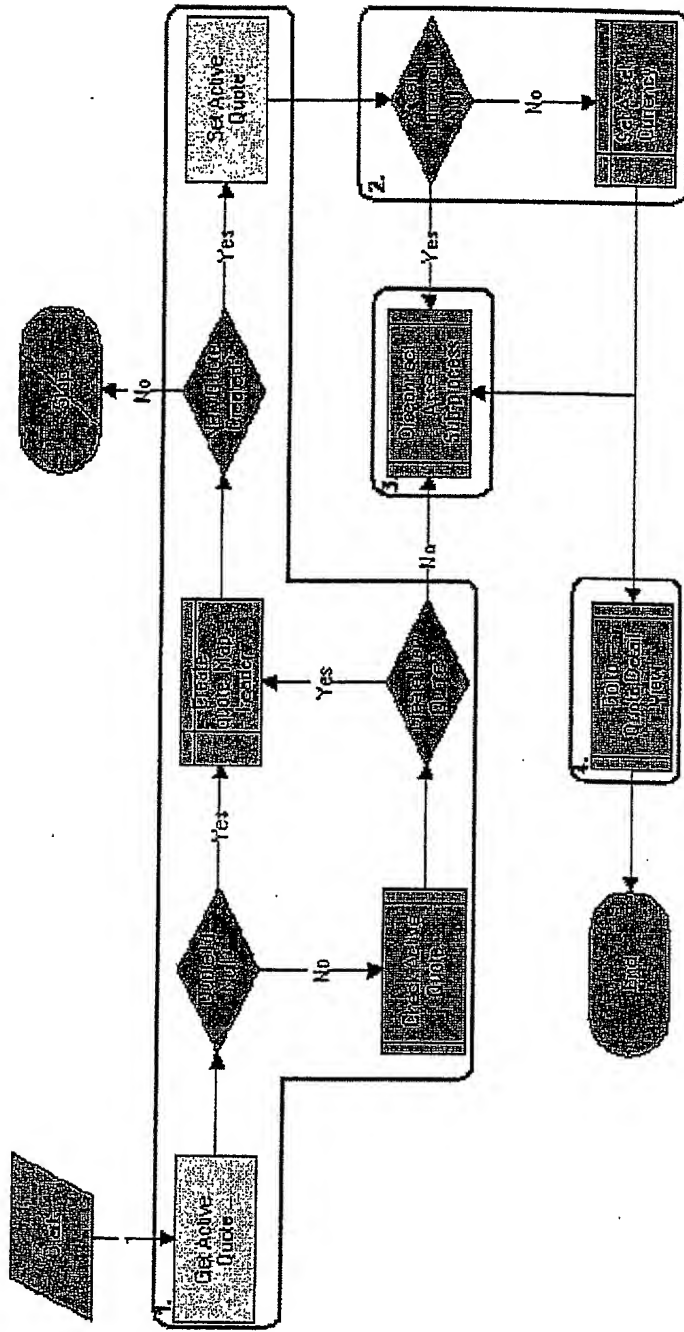


Fig. 10C-1

Disconnect Asset Sub-Process

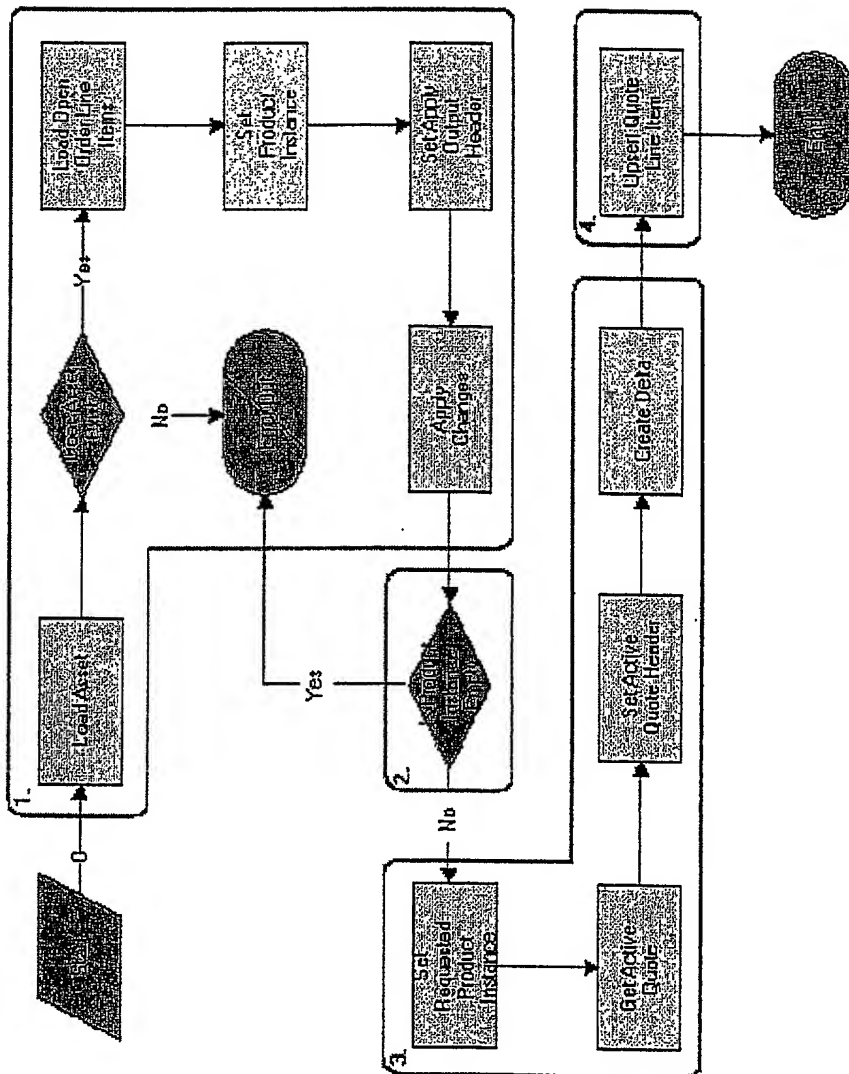


Fig. 10C-2

Profile Process

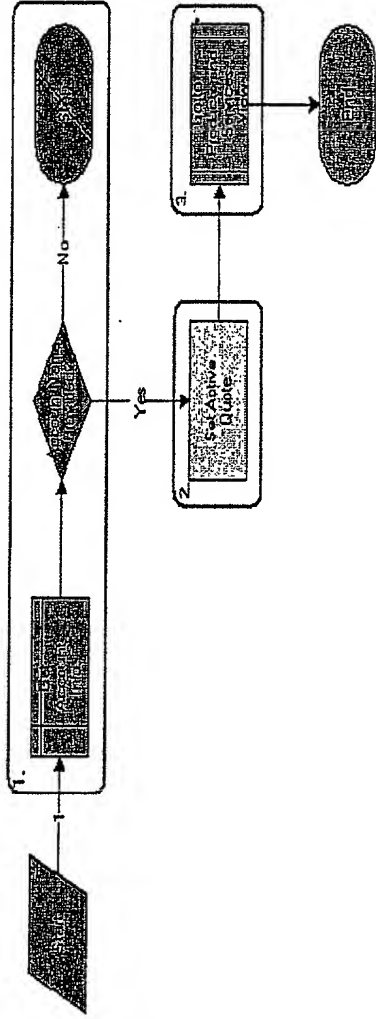


Fig. 10D

Edit Quote Line Item Process

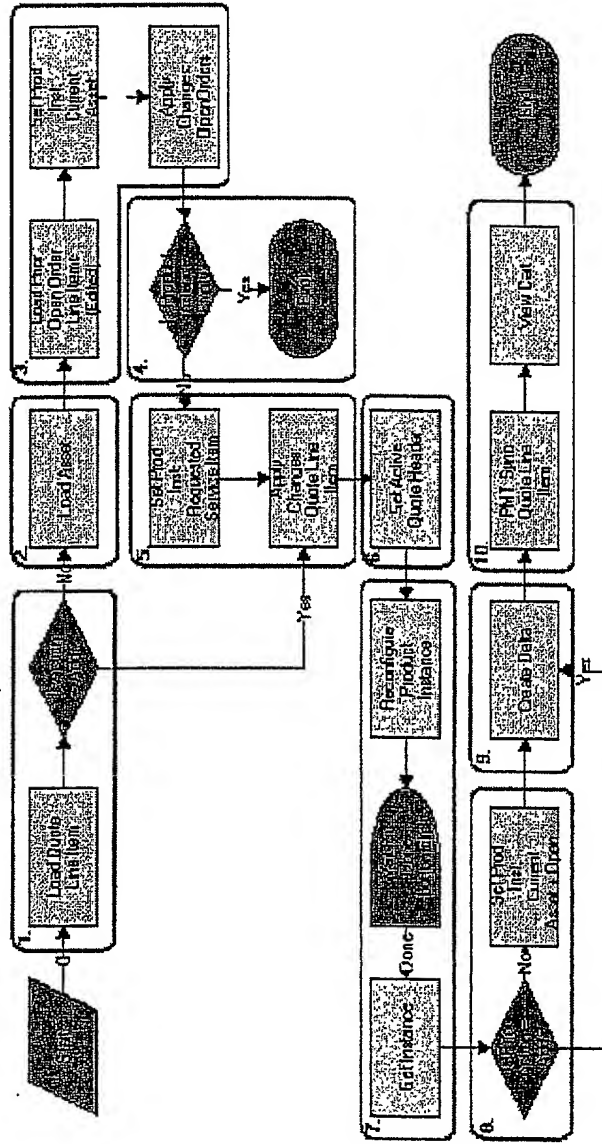


Fig. 10E

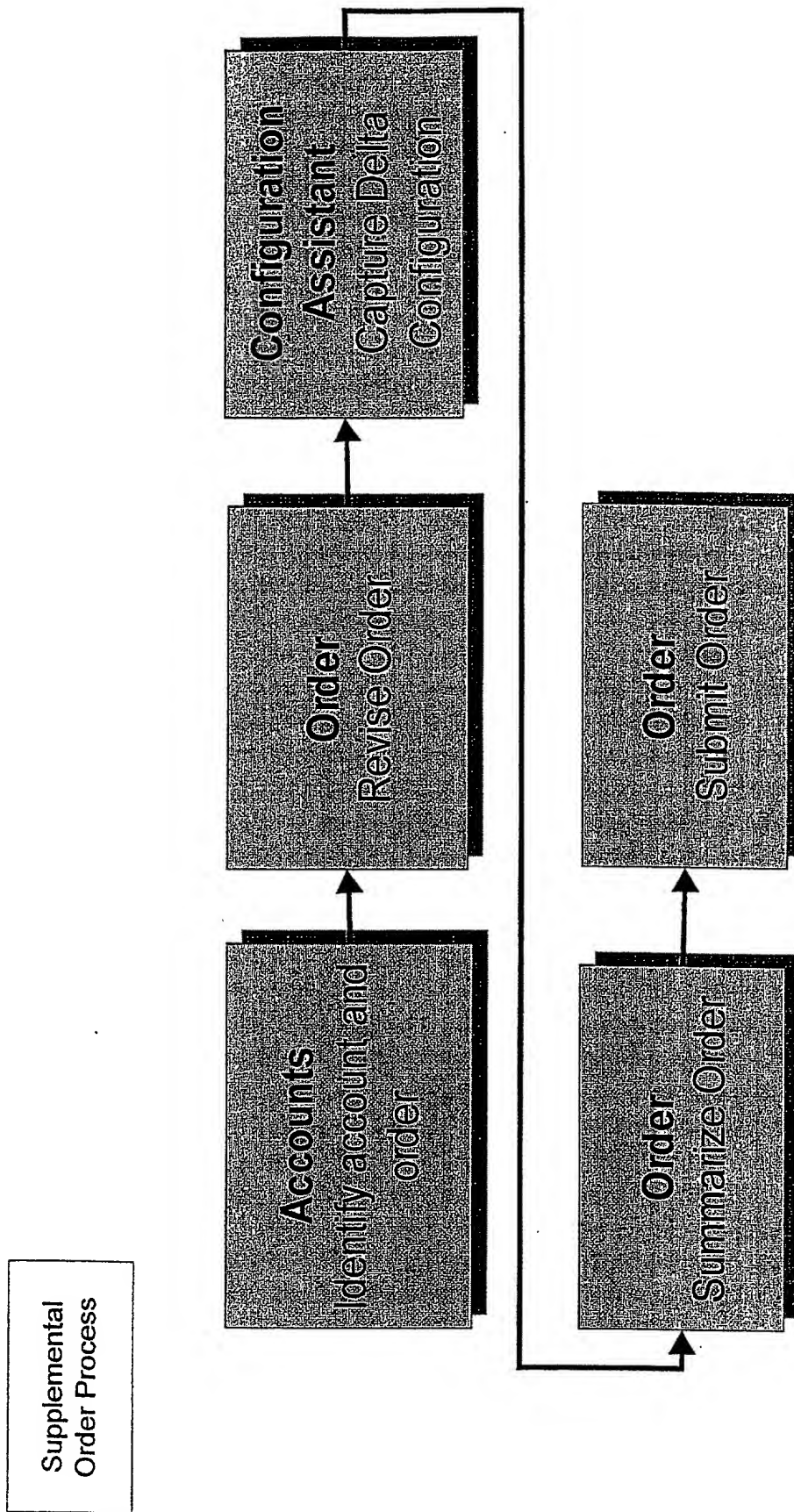


Fig. 10F

Edit Order Line Item Process

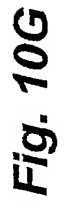


Fig. 10G

Quote to Order
Process

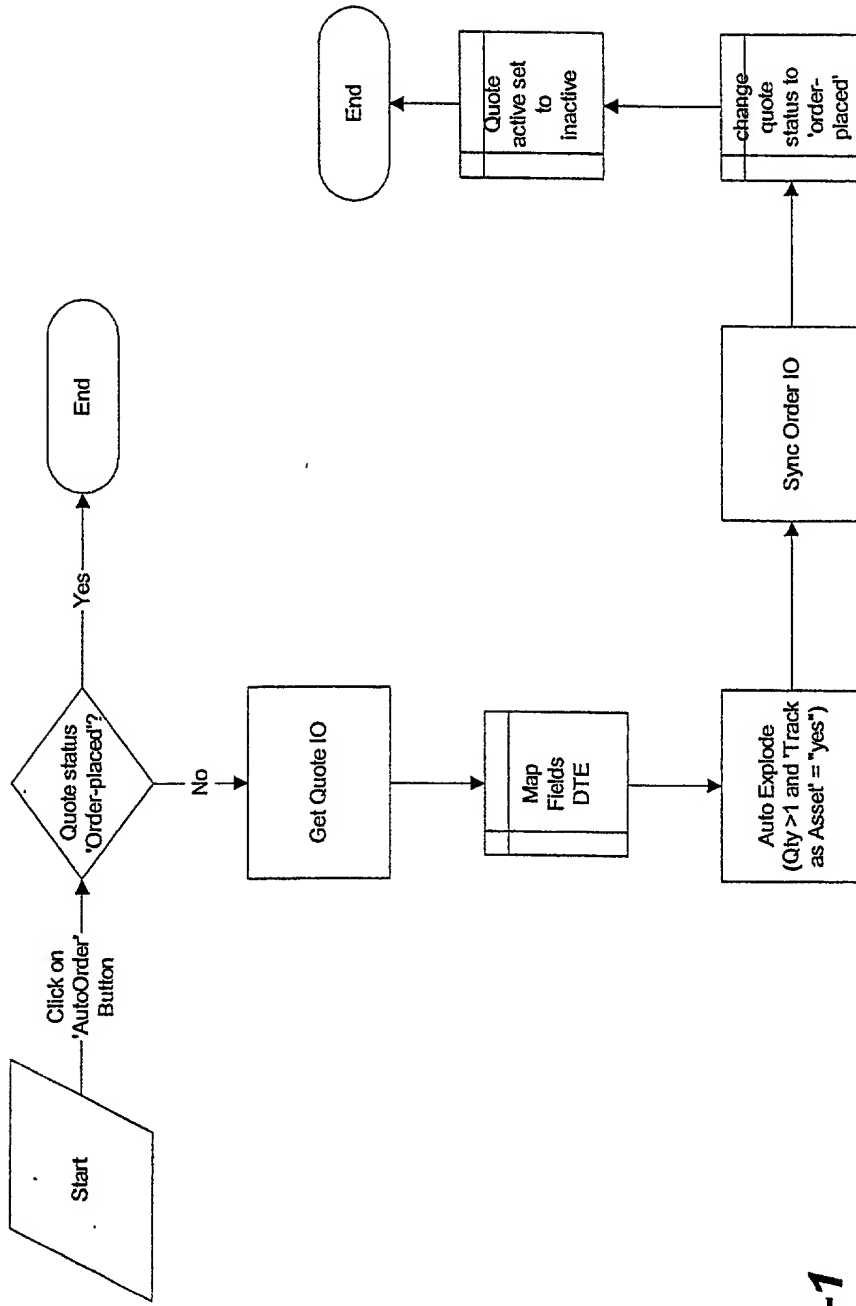


Fig. 10H-1

Quote:

Sales Order	
Service Order	
Coupons Displayed	
Advanced Search	
Change Records	
Merge Records	
Import...	
Export...	
Select All	
Invert Selection	
View Records	
Edit Record	
Batch Record	
Copy Record	
Update Record	
Delete Record	
New Query	
Run Query	
Refresh Query	
First Records	
Last Records	

Quote	
NEW SAVE VIEW Browse Catalog REVISE	
Comments	
1-10MLH	
Revision	
1	
Name	
1-10MLH	
Active	
<input checked="" type="checkbox"/>	
Opportunity	
Status	
Order Placed	
Price List	
Application List Prices - eBusiness	
Discount	
Account	
Marriott International	
Last Name	
Dalton	
First Name	
Mike	
Currency	
USD	
Agreements Attachments Bill To Ship To Shipments Product Search Line Items	
NEW SAVE Auto Order	
Order #	
9182001-23926 PM	
Order Date	
9/18/2001 2:39:26 PM	
Type	
Sales Order	
Status	
Open	
Account	
Marriott International	
Promit	
Medium	

FIG. 10H-2

Update
Opportunity
Process

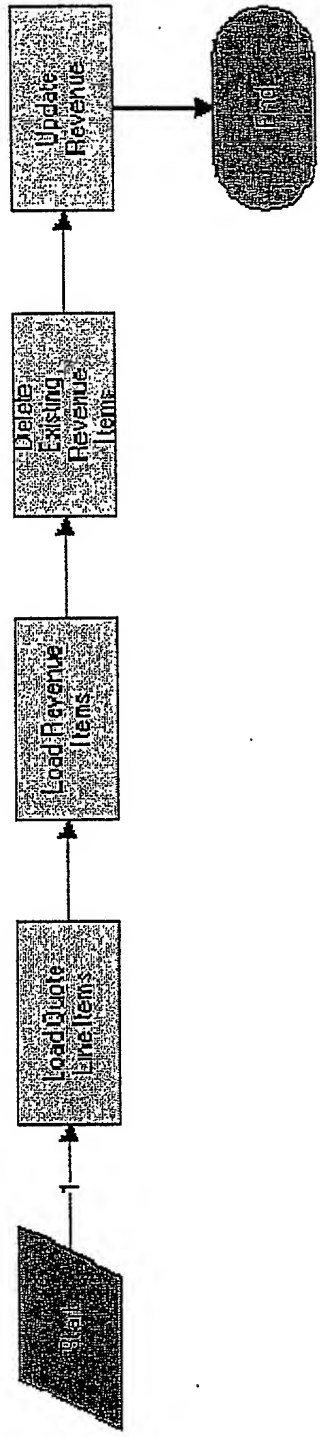


FIG. 10I

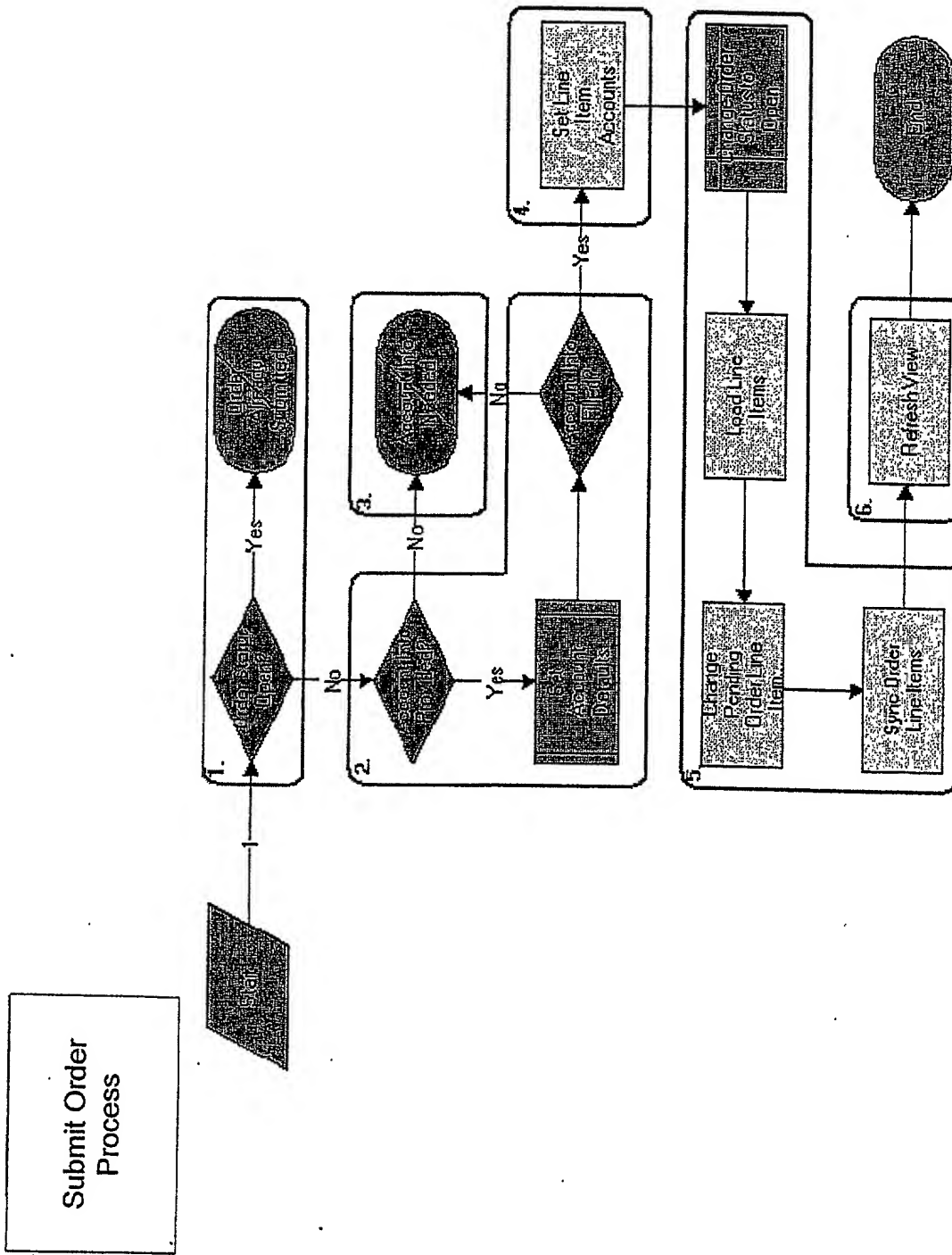


Fig. 10J

Ungroup Process

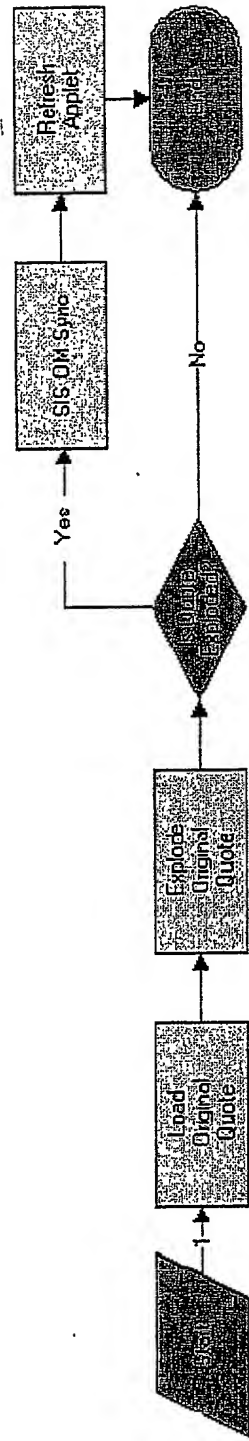


Fig. 10K

APPLY COMPLETED SERVICE ORDER LINE ITEM PROCESS

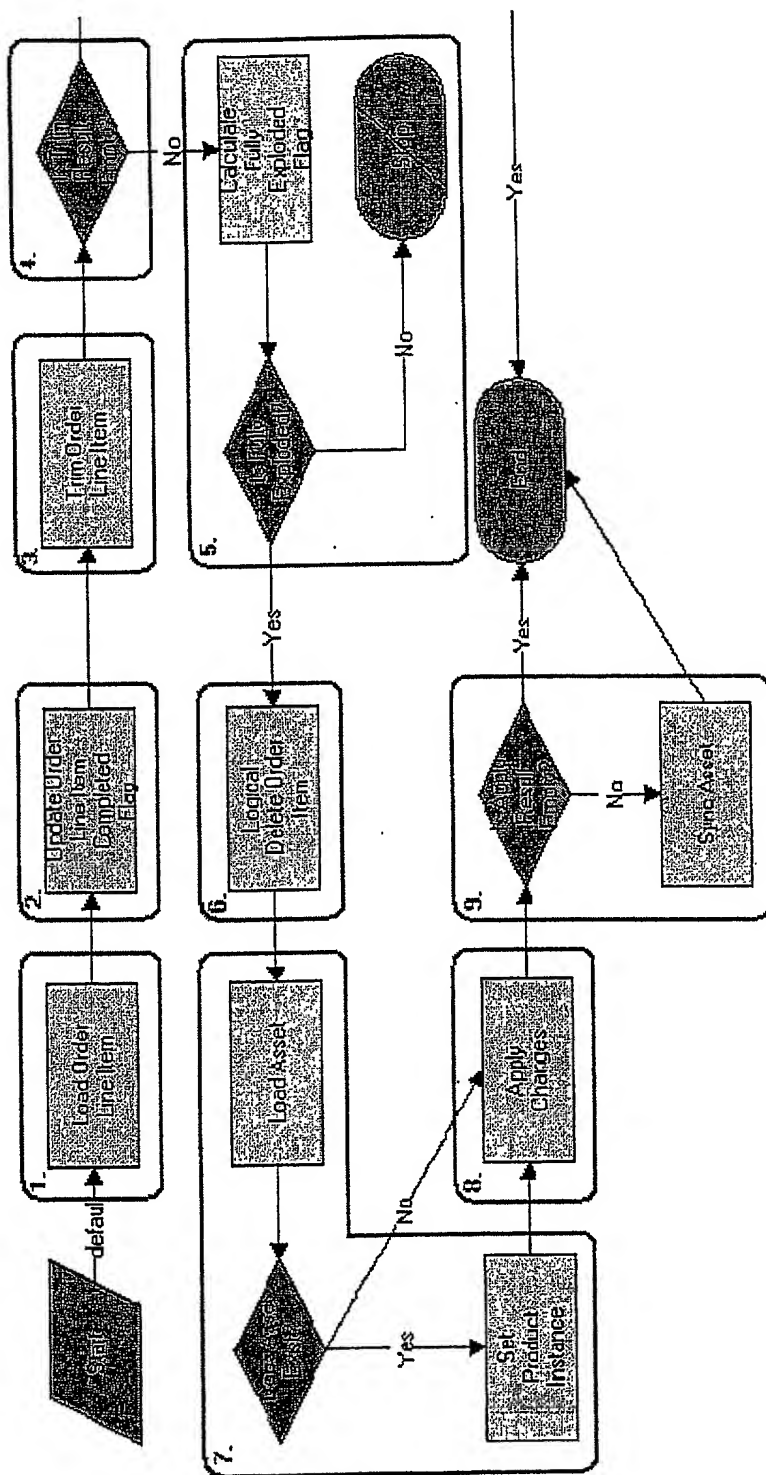


Fig. 10L

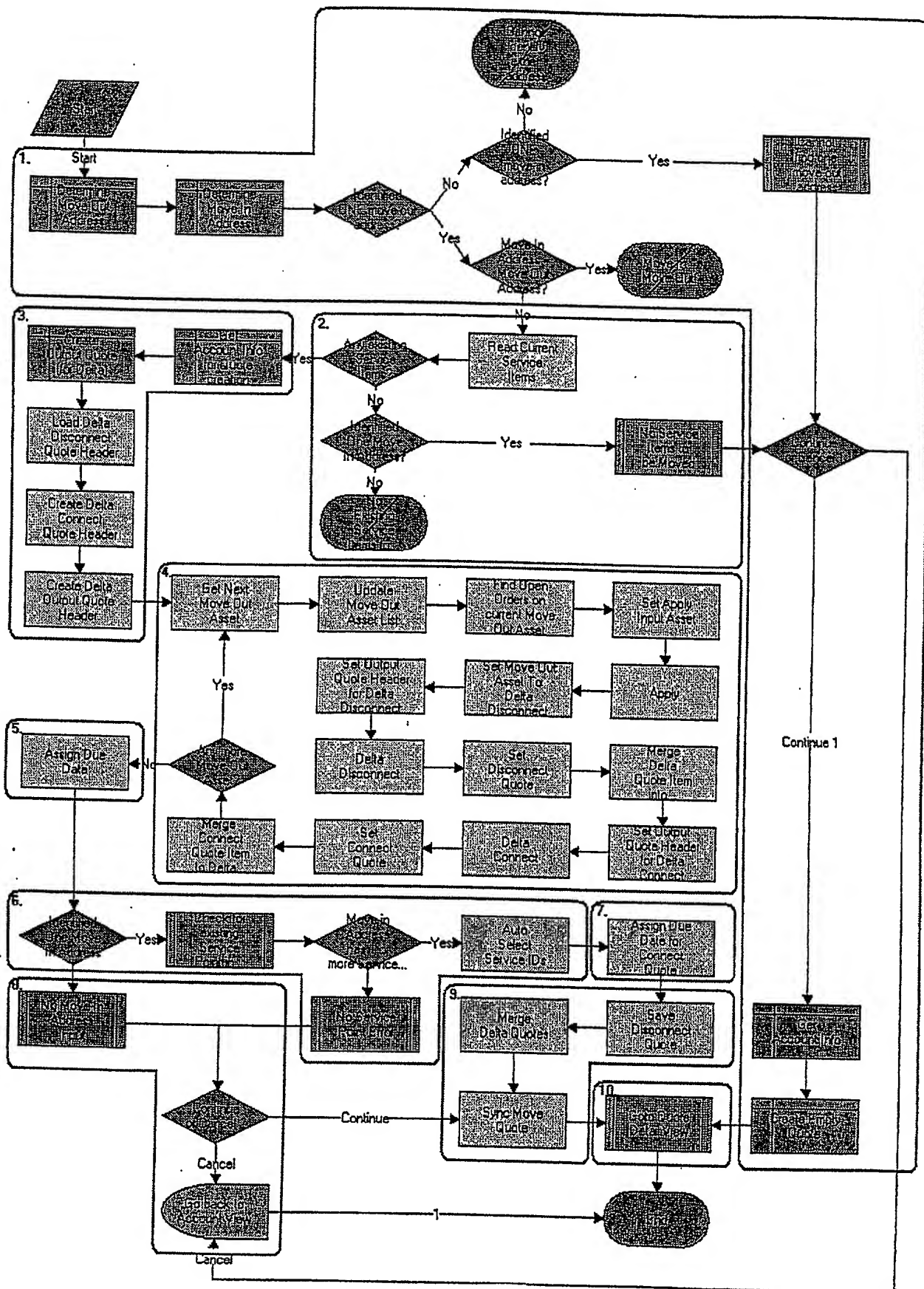


Fig. 10M

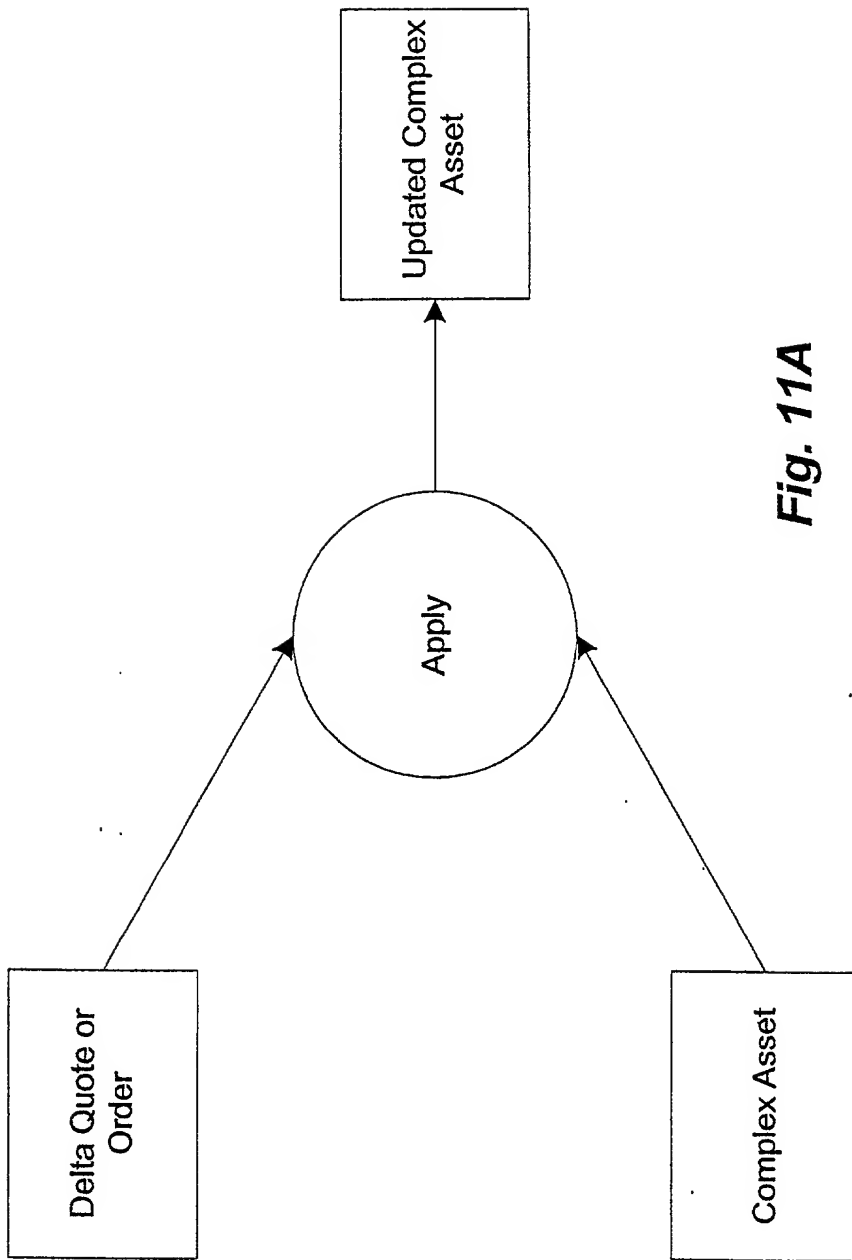


Fig. 11A

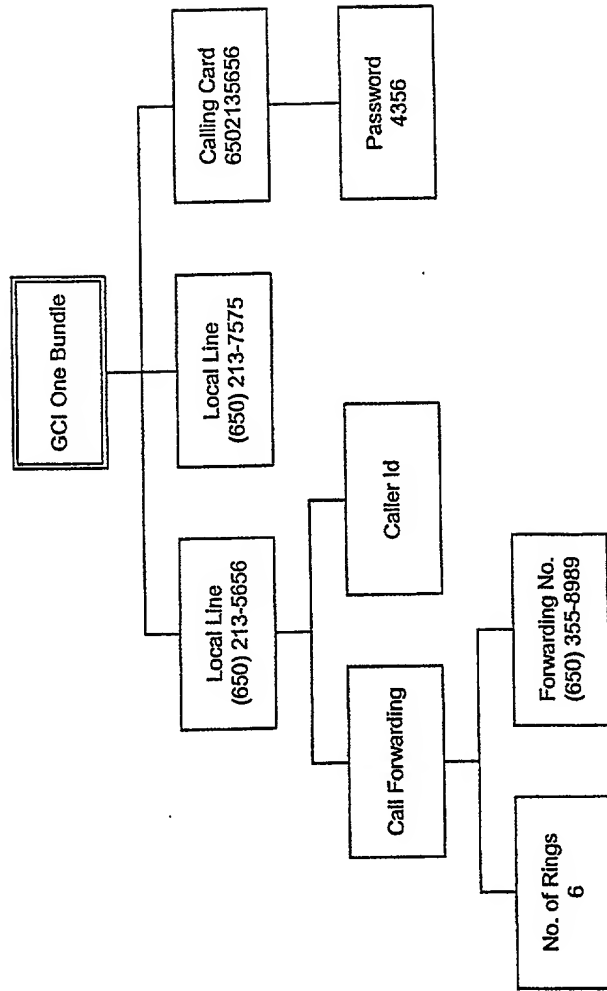


Fig. 11B-1

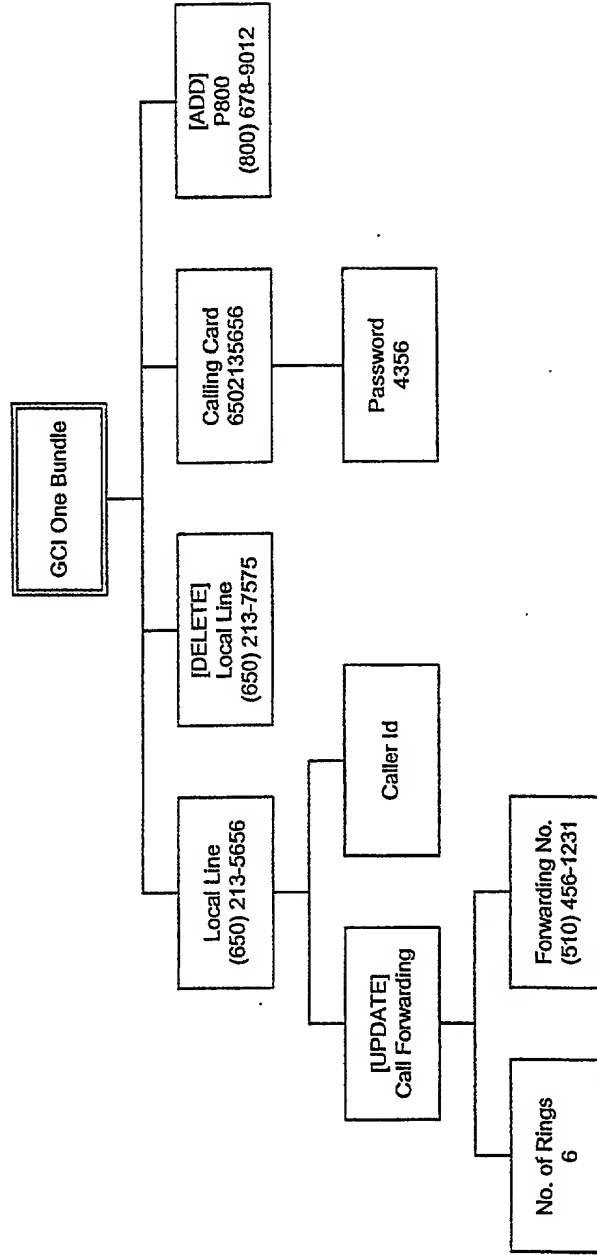


Fig. 11B-2

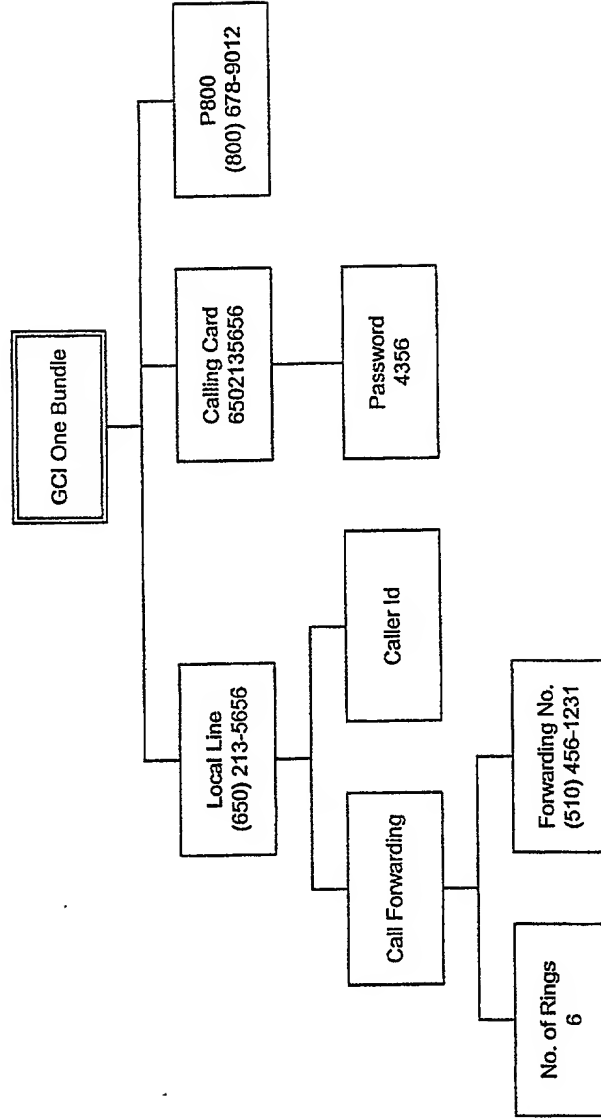


Fig. 11B-3

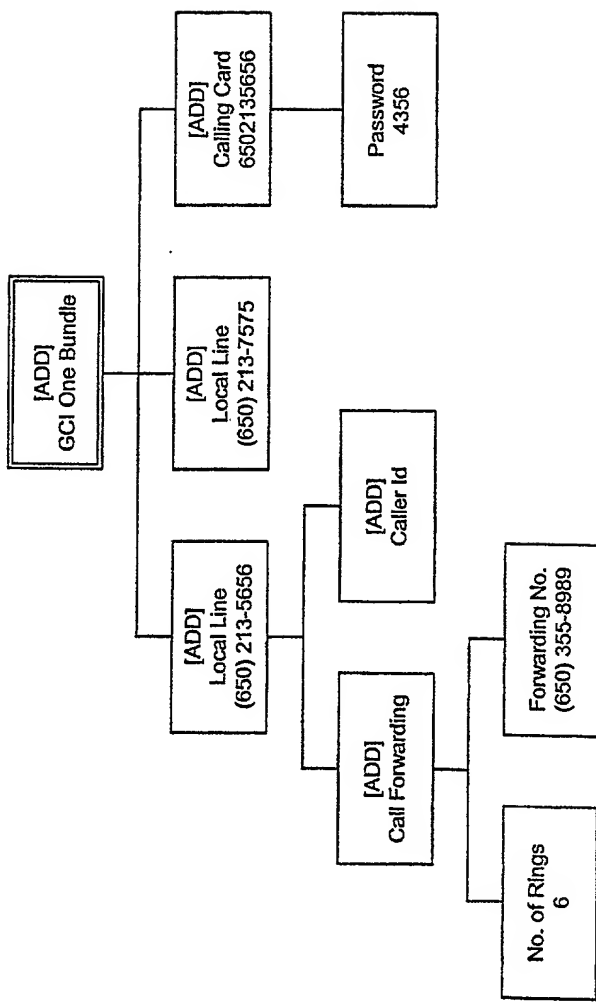


Fig. 11C-1

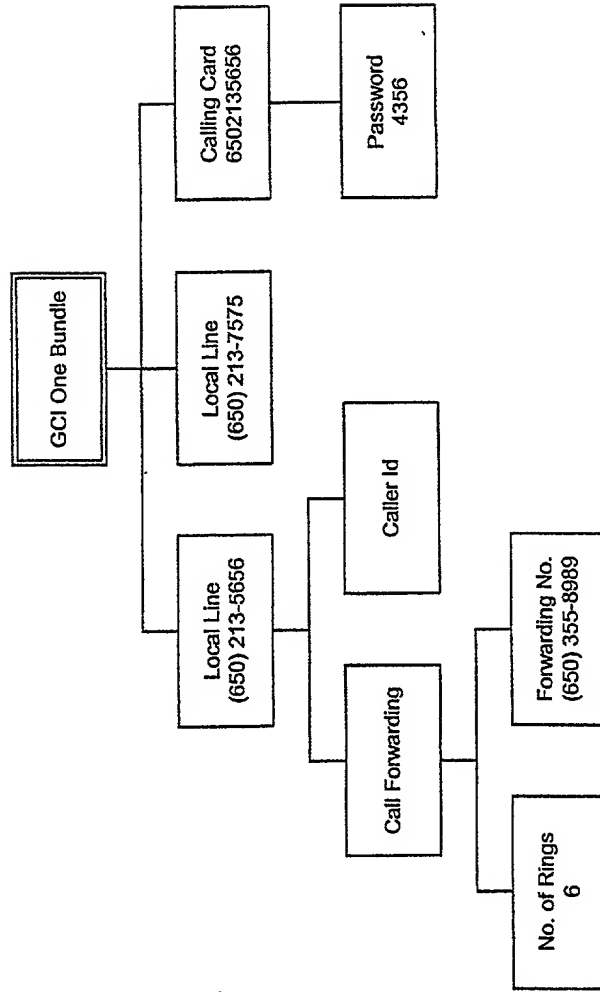


Fig. 11C-2

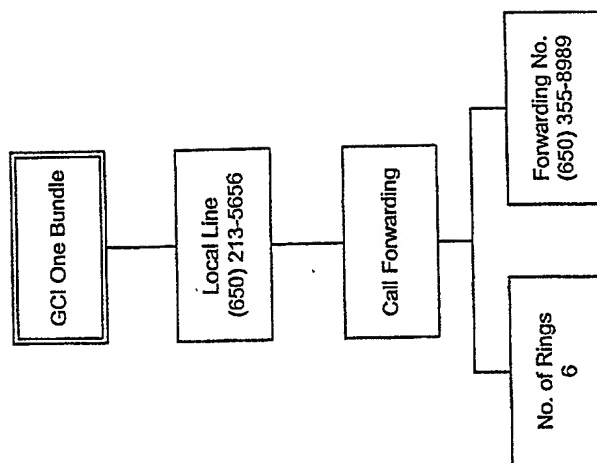


Fig. 11D-1

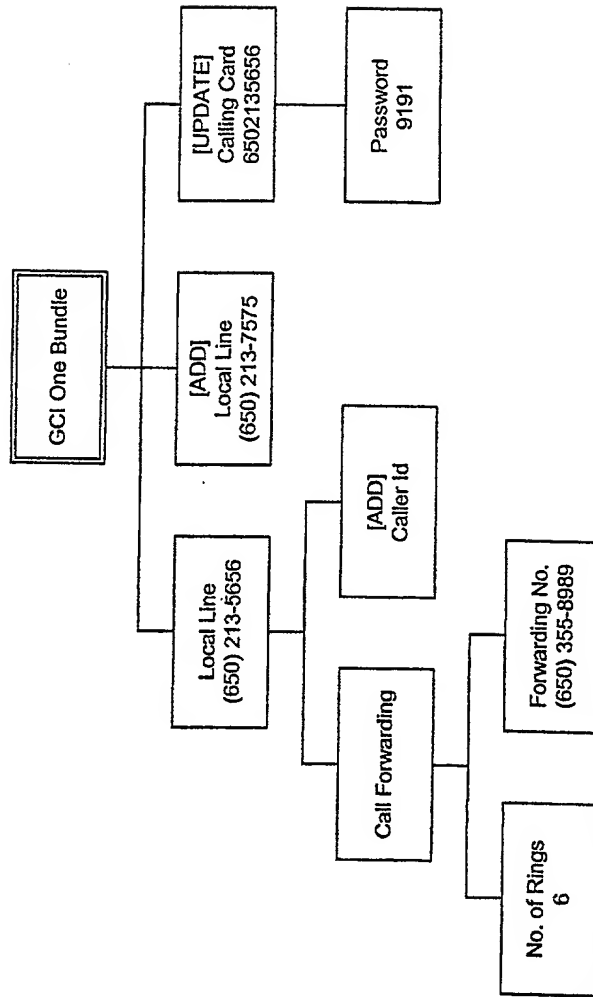


Fig. 11D-2

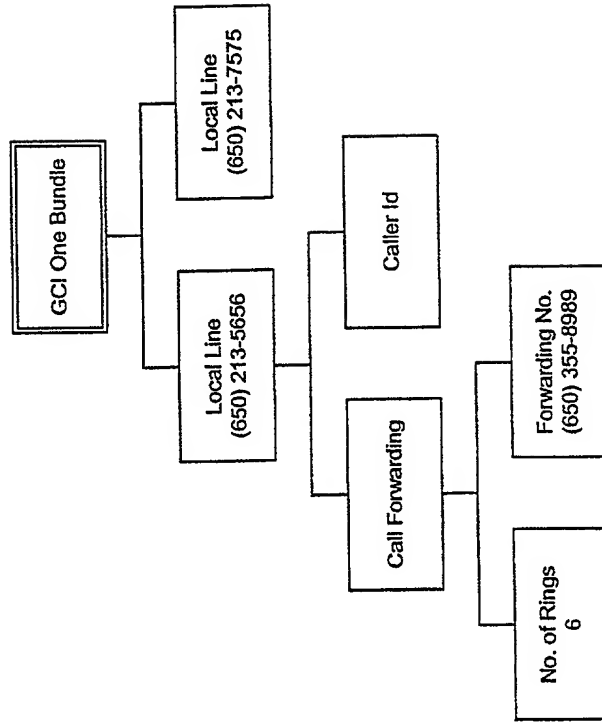


Fig. 11D-3

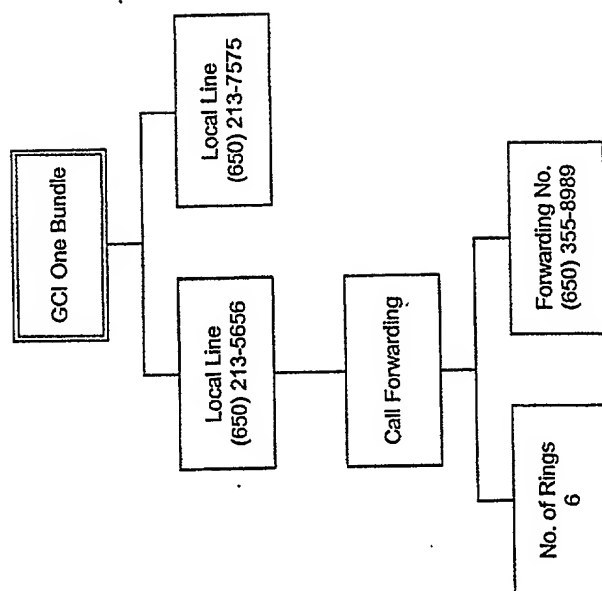


Fig. 11E-1

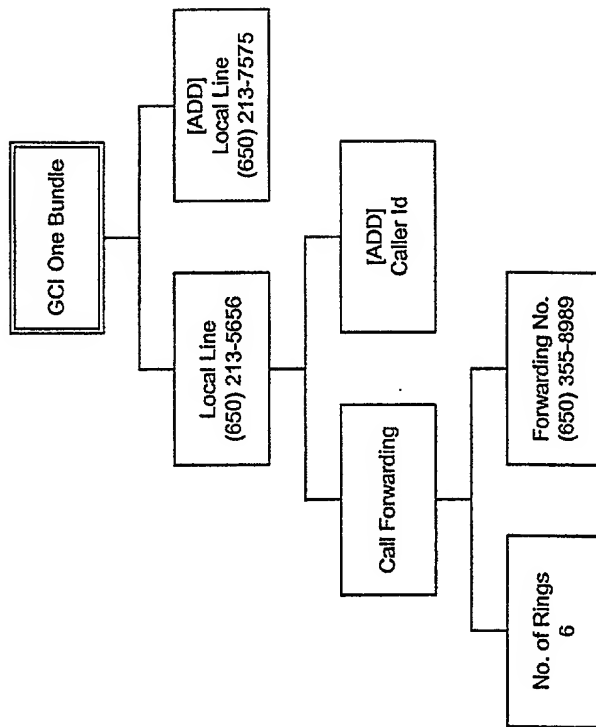


Fig. 11E-2

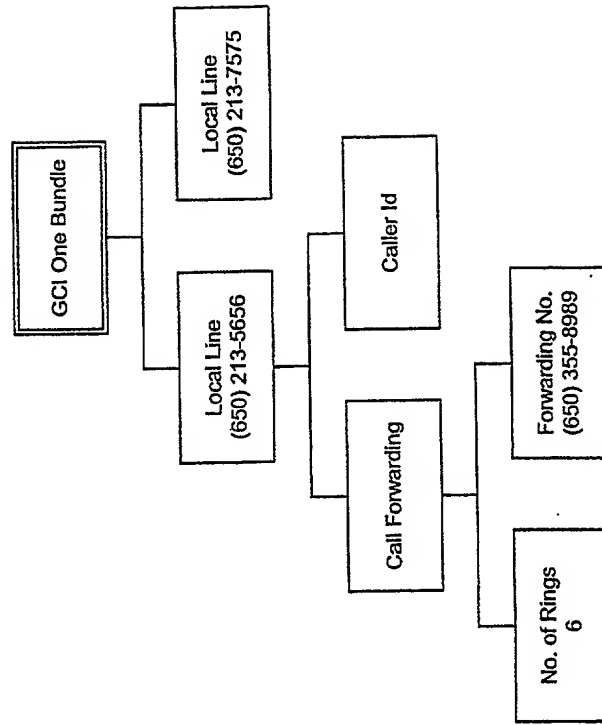


Fig. 11E-3

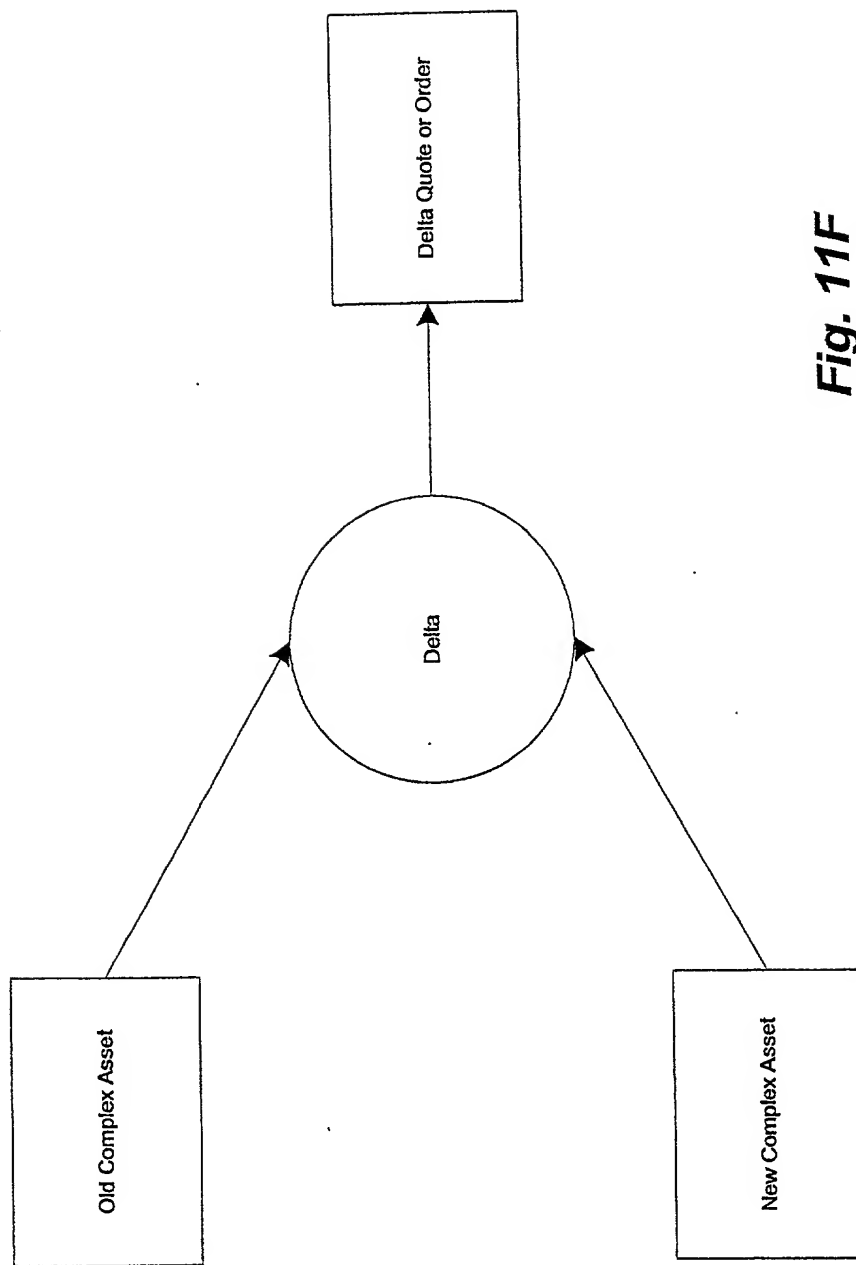


Fig. 11F

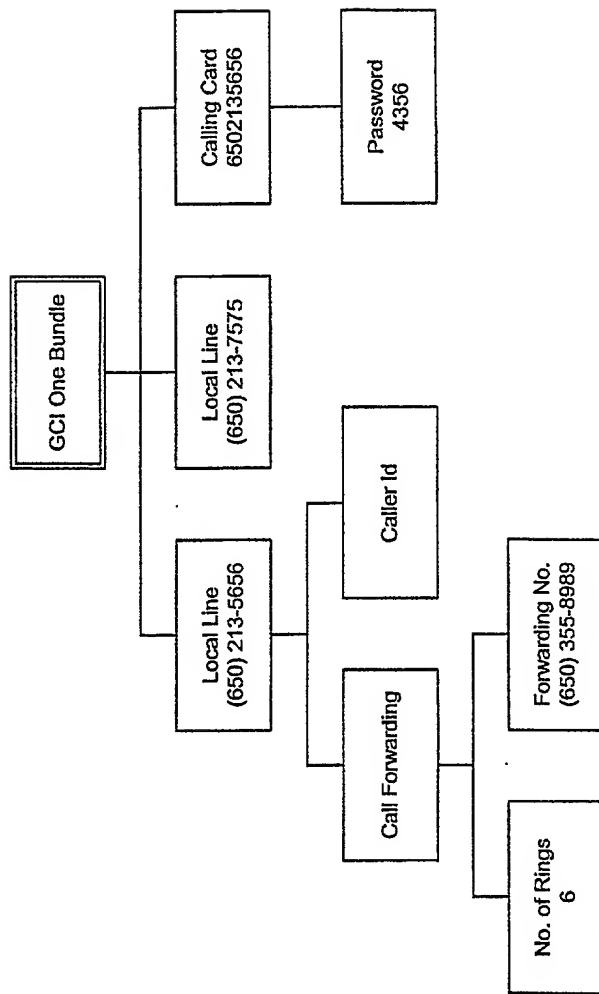


Fig. 11G-1

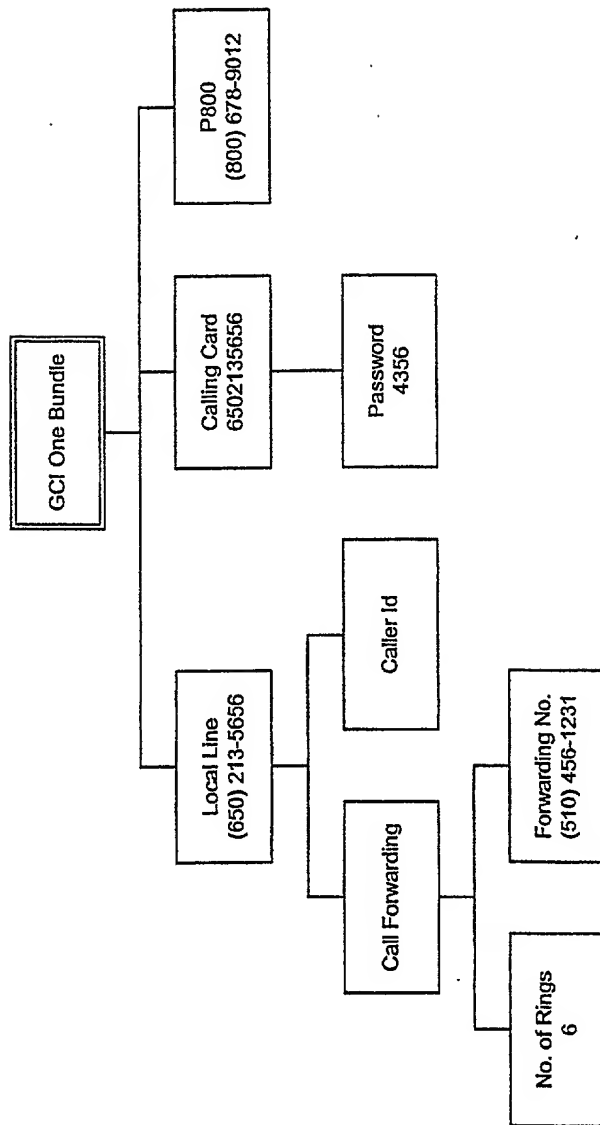


Fig. 11G-2

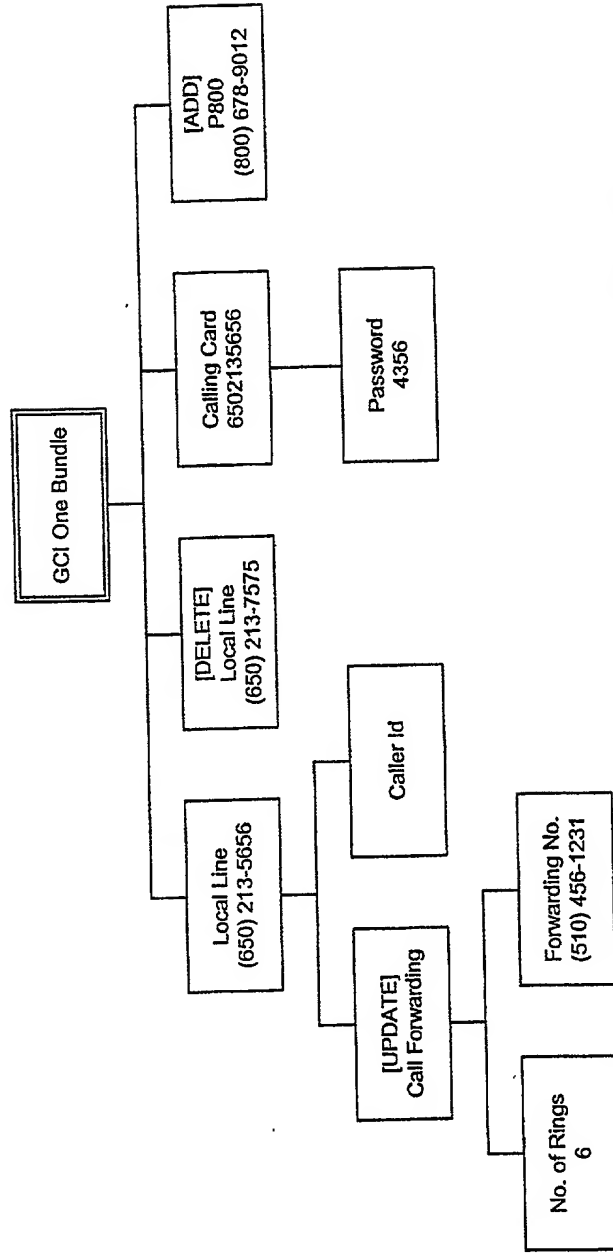


Fig. 11G-3

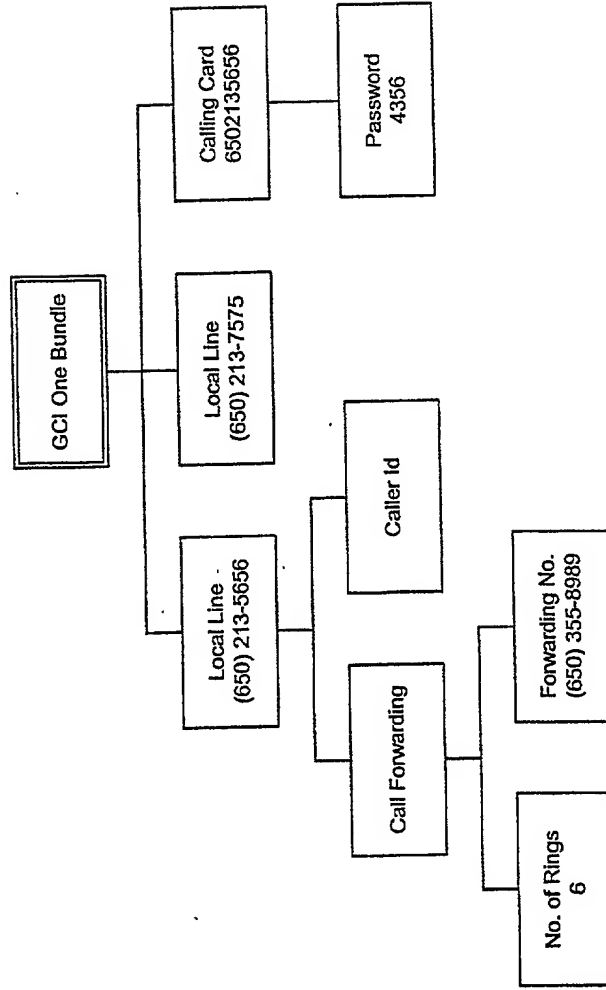


Fig. 11H-1

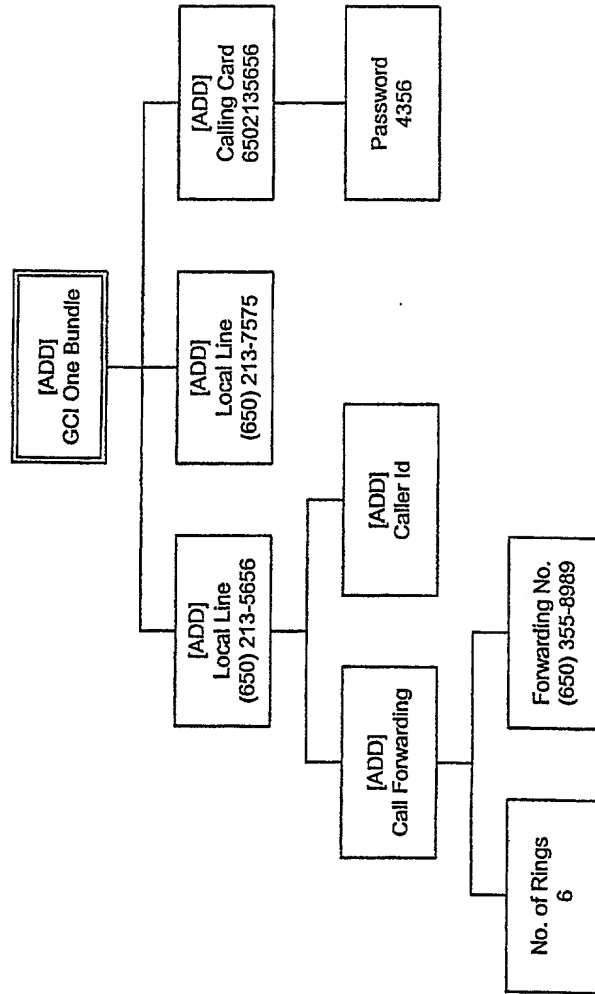


Fig. 11H-2

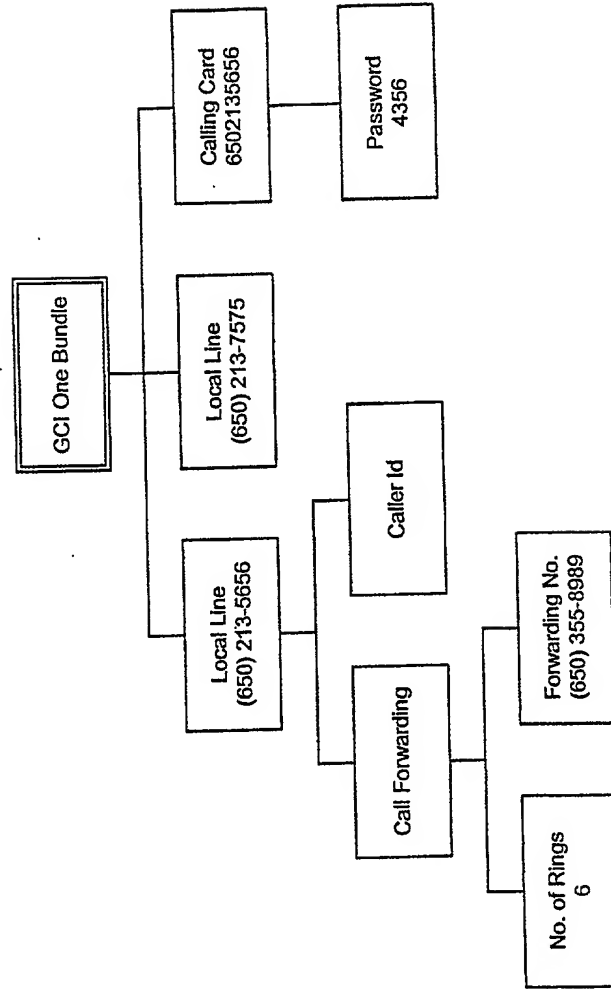


Fig. 11I-1

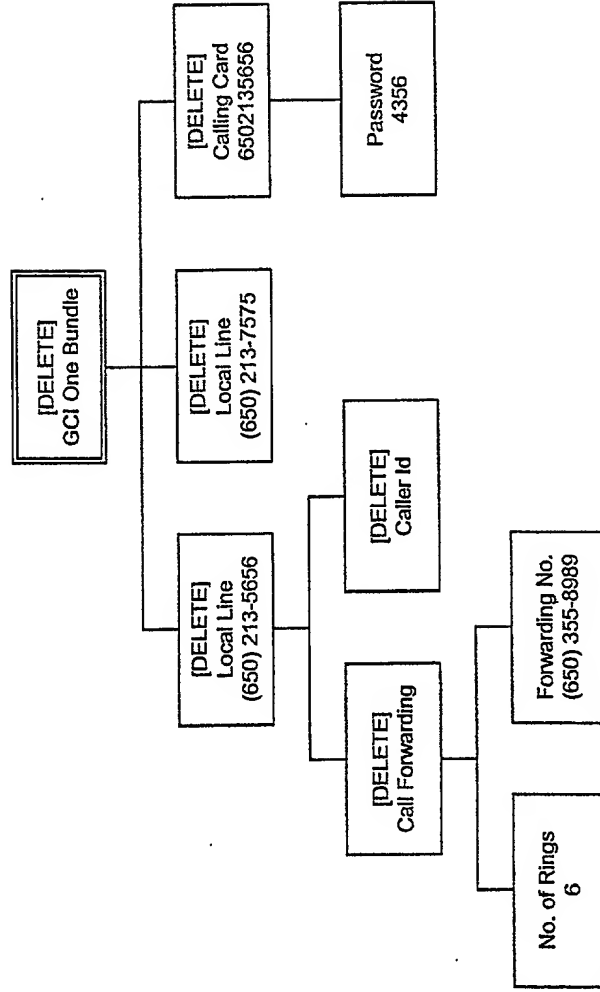


Fig. 11I-2

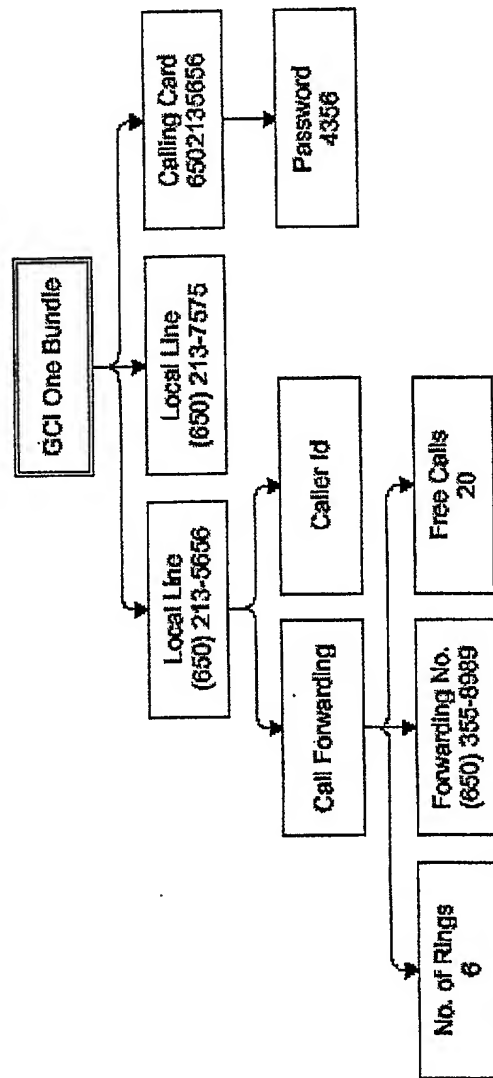


FIG. 11J-1

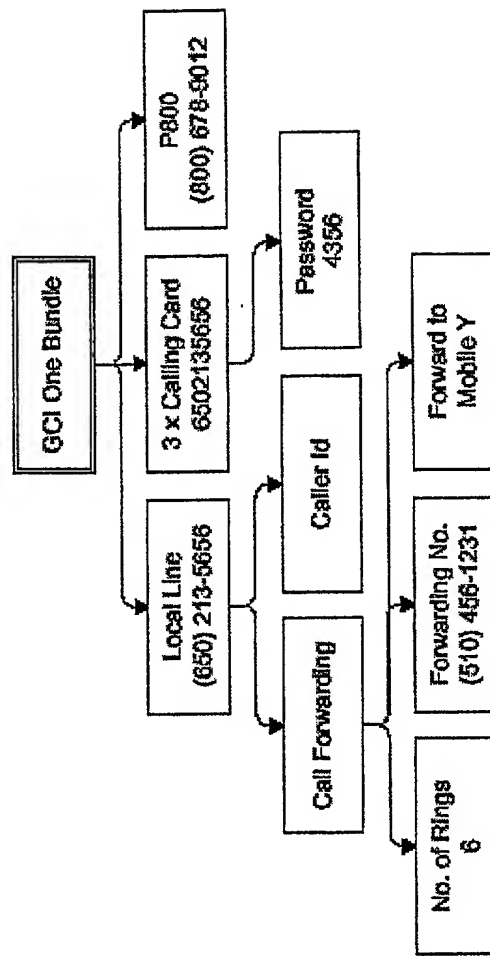


FIG. 11J-2

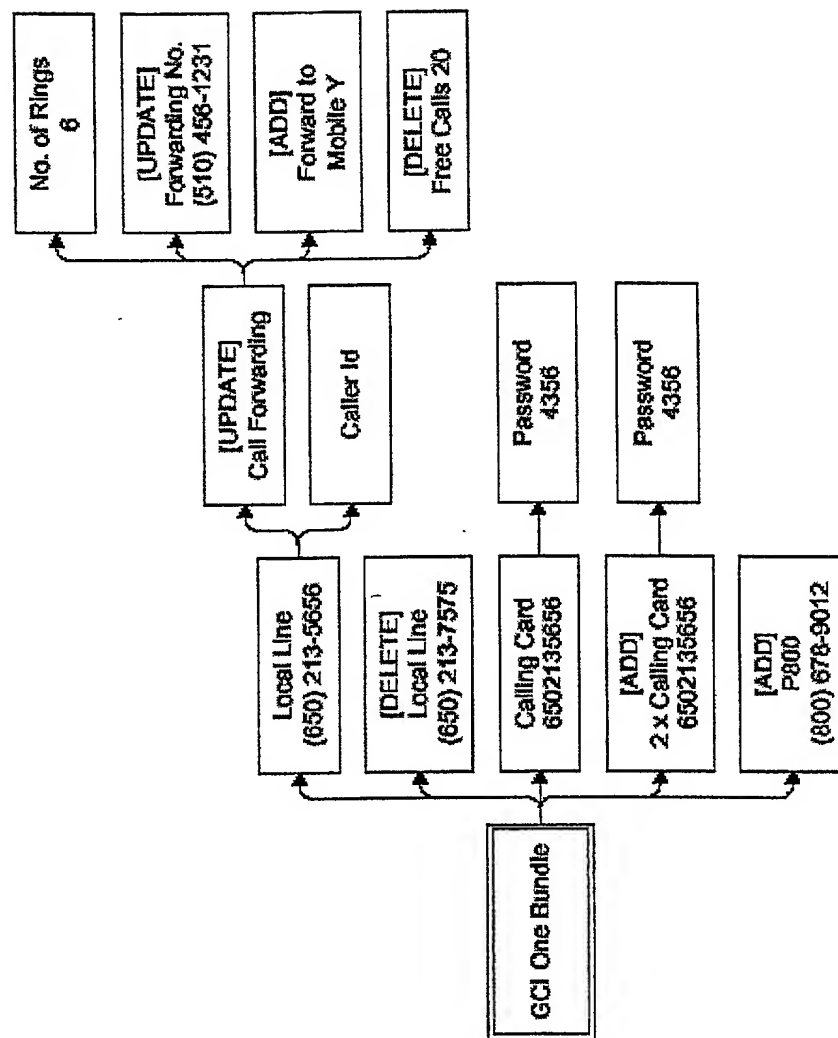


FIG. 11J-3

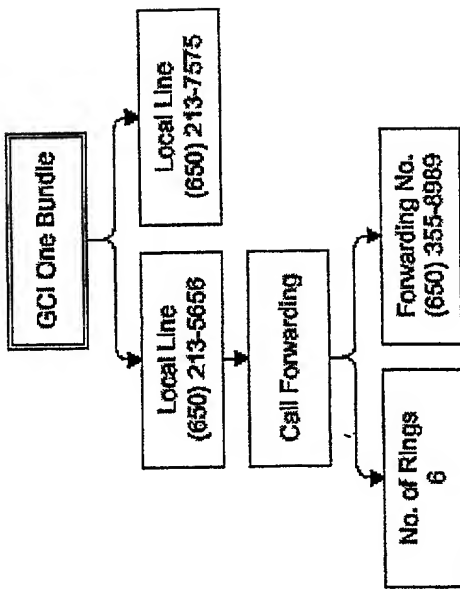


FIG. 11K-1

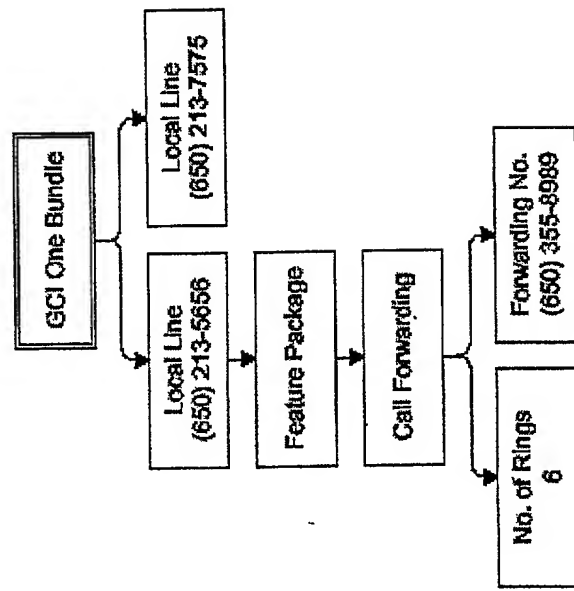


FIG. 11K-2

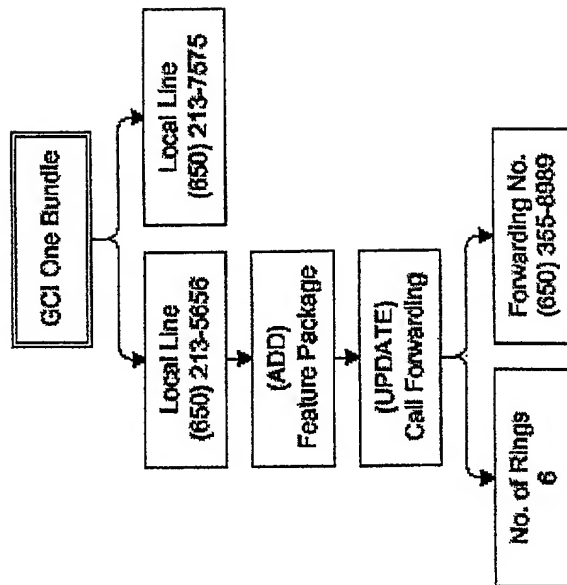


FIG. 11K-3

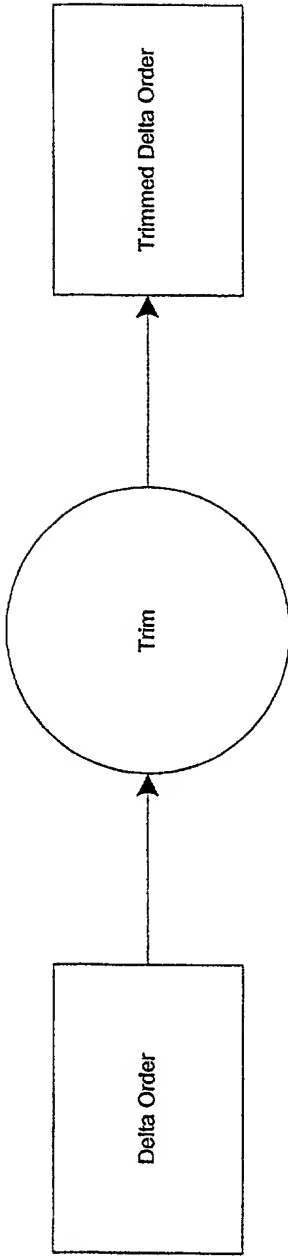


Fig. 11L

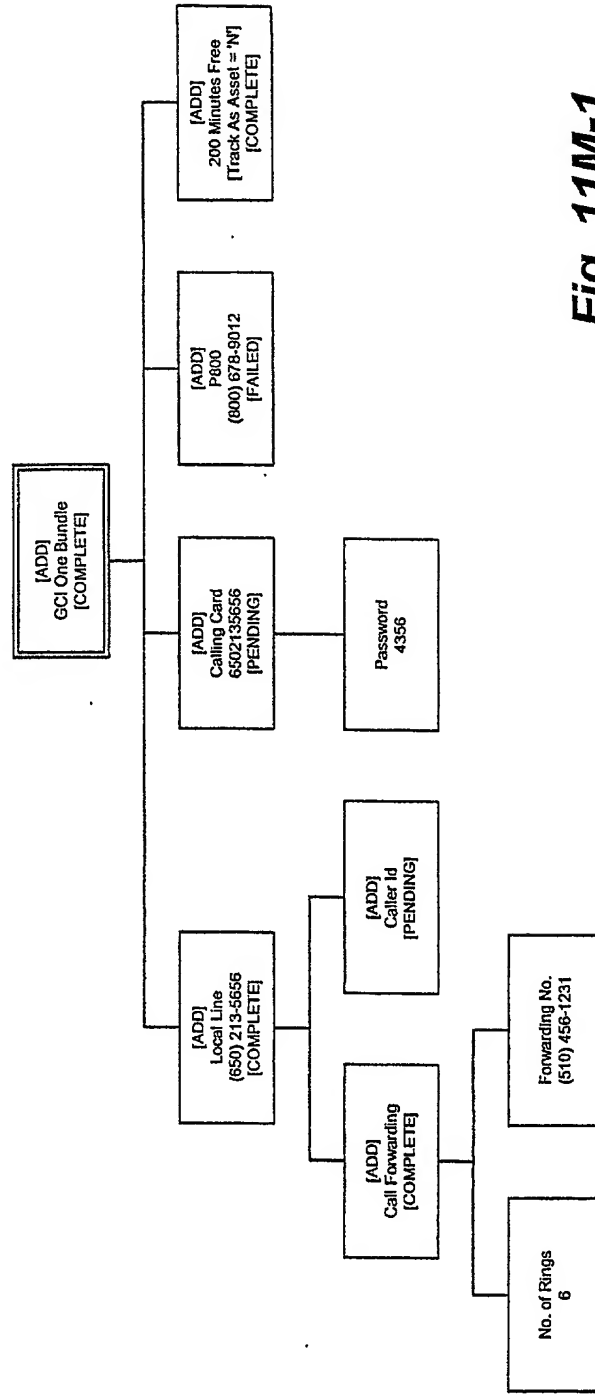


Fig. 11M-1

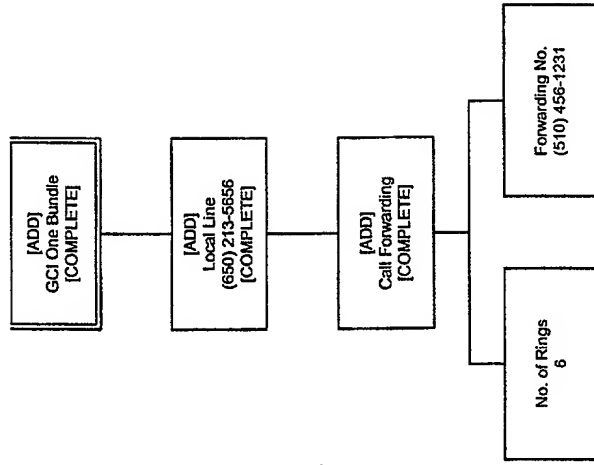


Fig. 11M-2

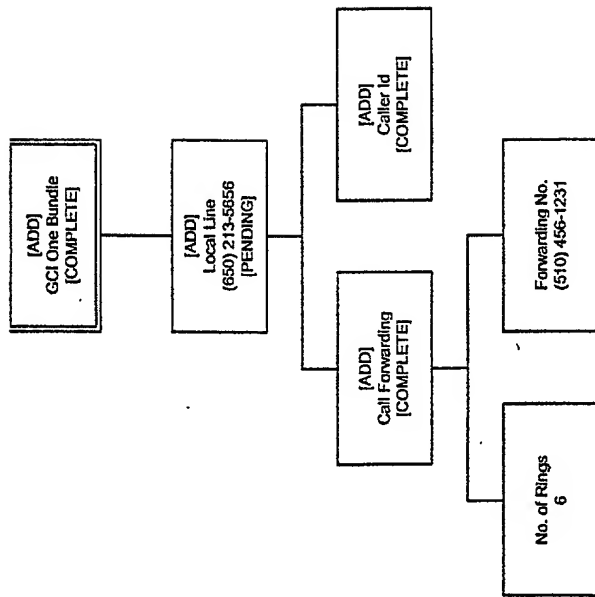


Fig. 11N-1

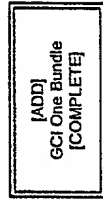


Fig. 11N-2

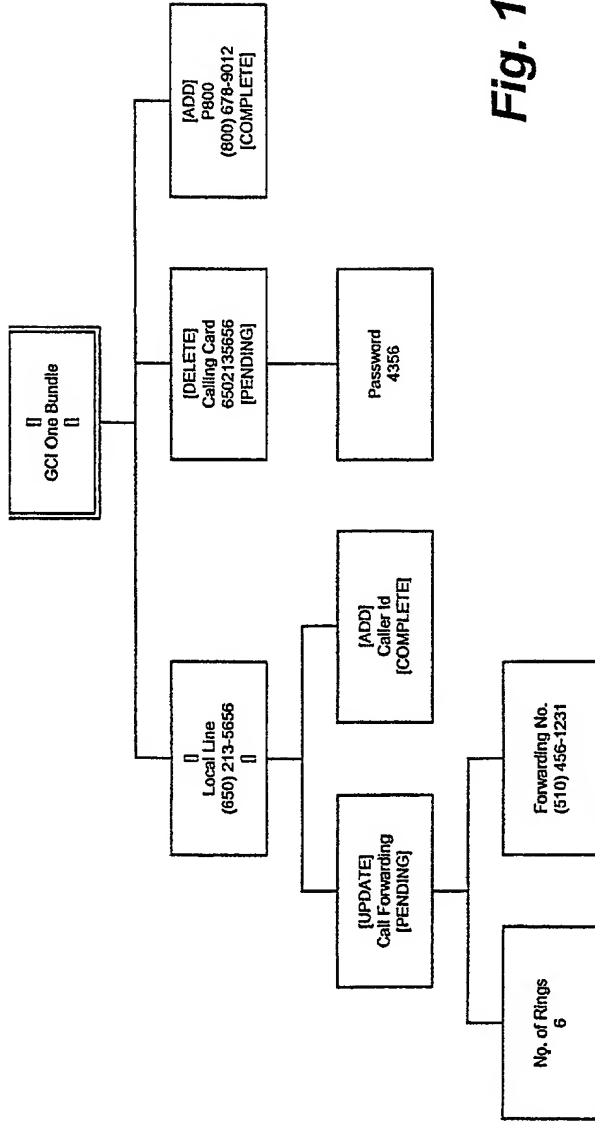


Fig. 110-1

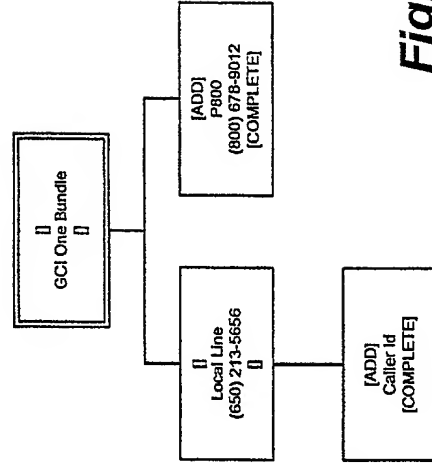


Fig. 110-2

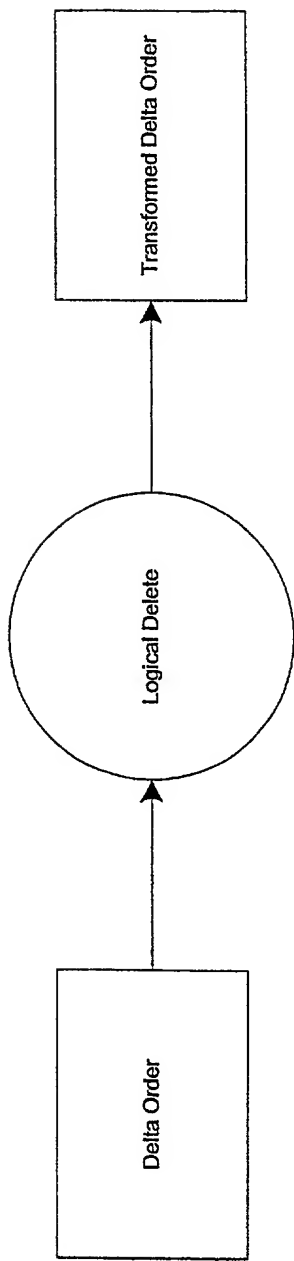


Fig. 11P

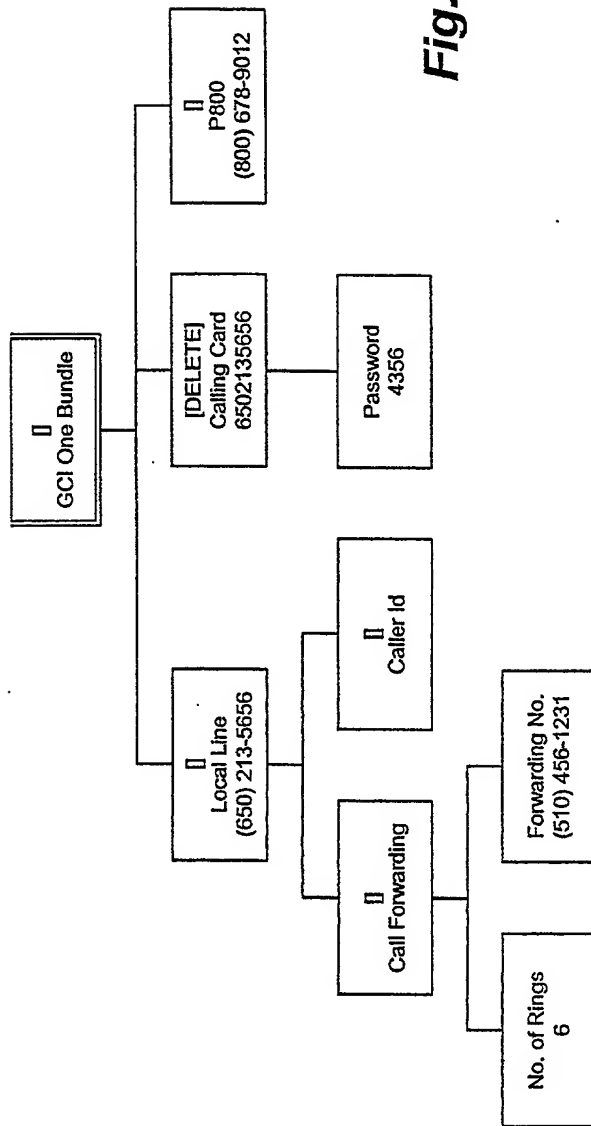


Fig. 11Q-1

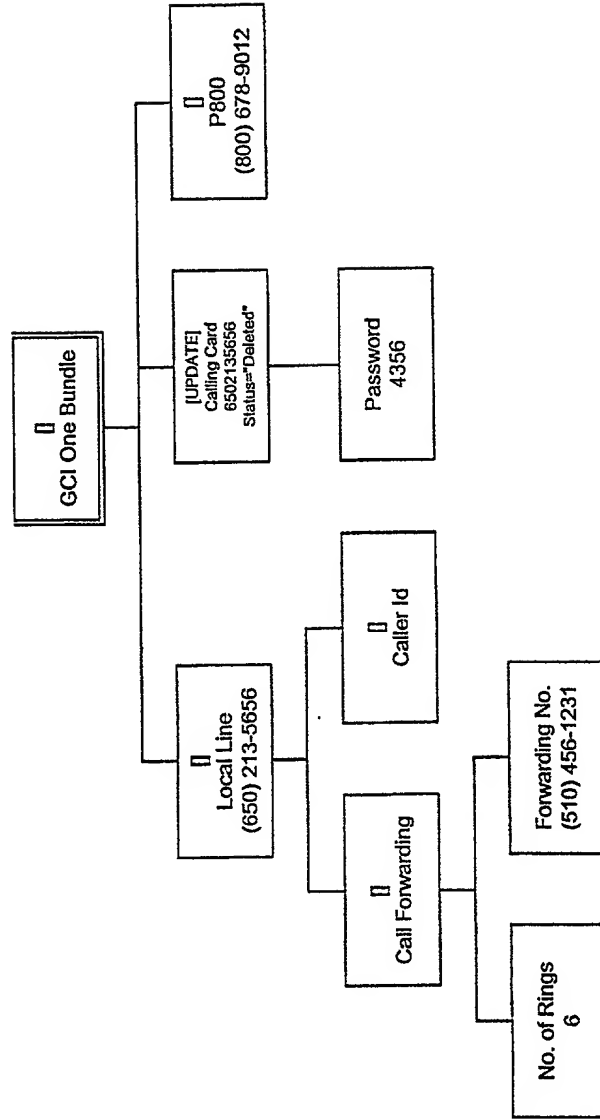


Fig. 11Q-2

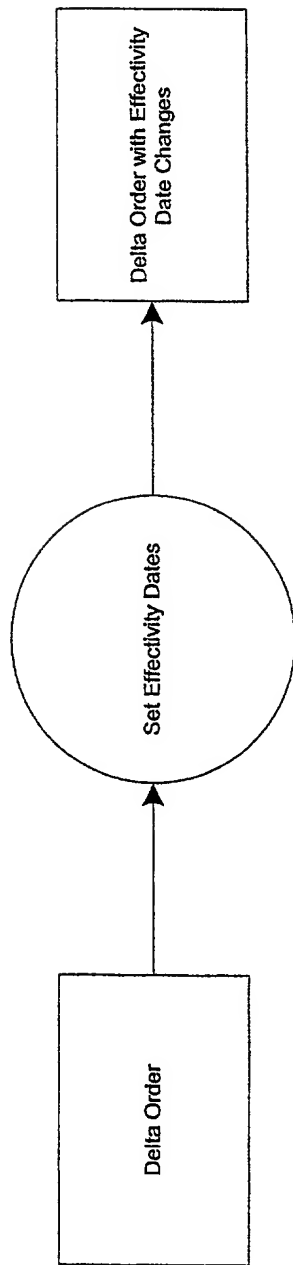


Fig. 11R

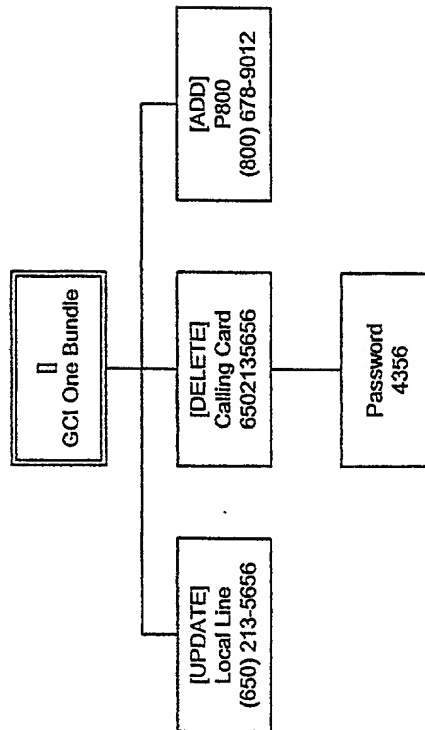


Fig. 11S-1

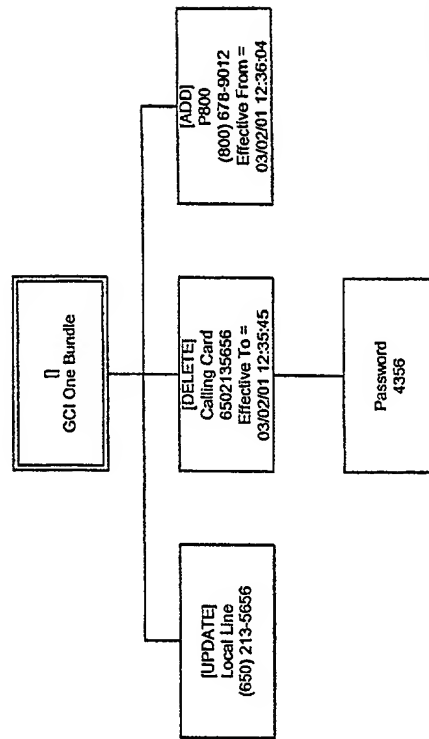


Fig. 11S-2

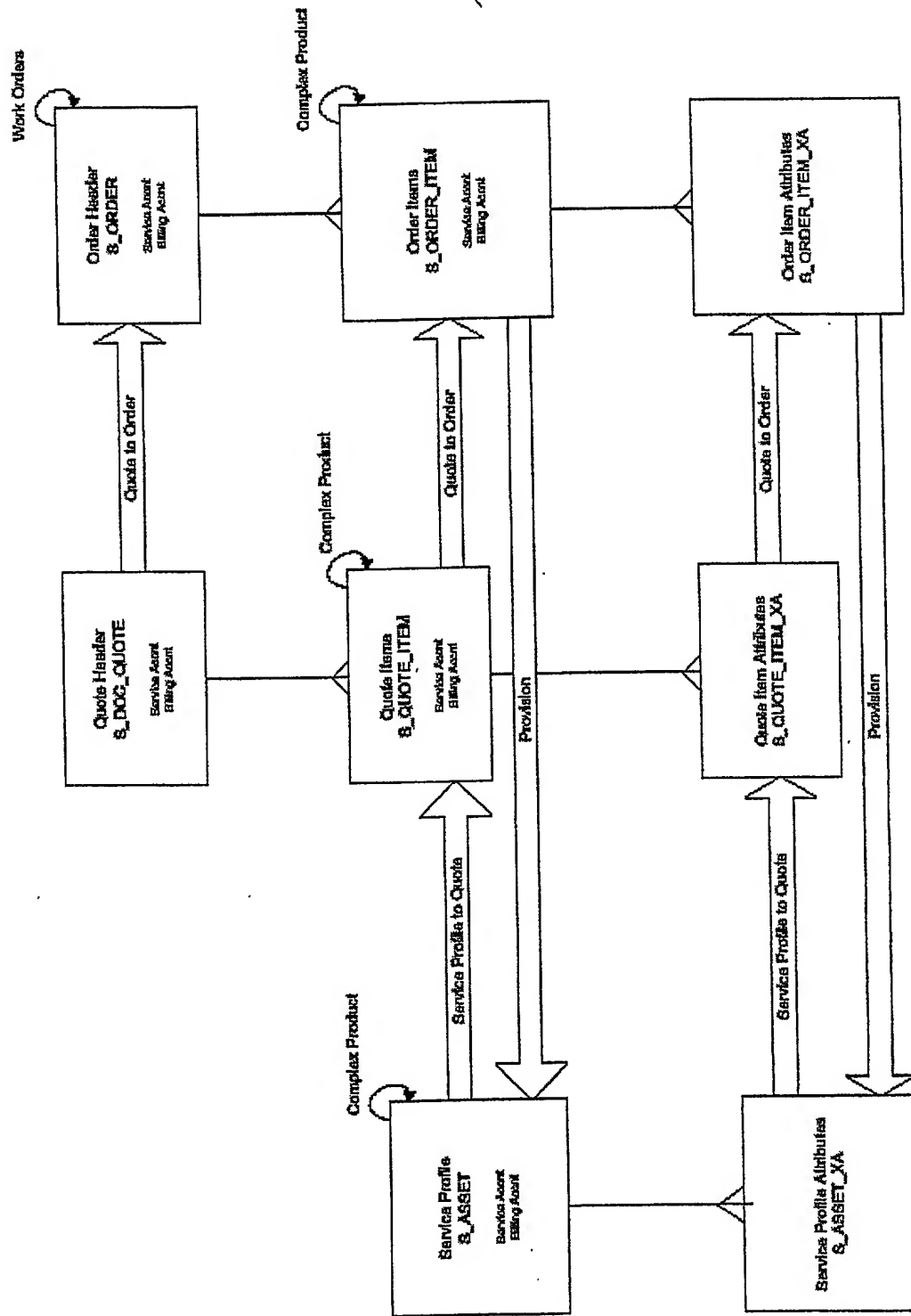


FIG. 12